

Complaints and Comments Policy

Connect IoW CIO is committed to ensuring that Service Users, their parents and carers will receive a service from an organisation that takes steps to prevent abuse and does not tolerate any abusive practice should it occur. We minimise the risk and likelihood of abuse occurring by having effective systems in place to deal with comments and complaints, including providing our Service Users with clear information about this system

We support Service Users (or those acting on their behalf) to make comments and complaints, considering them fully, responding appropriately and where possible, resolving any issues

We have effective means to monitor and review incidents, concerns and complaints, especially those that have the potential to become an abuse or safeguarding concern

Our Complaints and Comments policy has 3 main purposes:

1. To ensure that anyone making a comment or complaint is listened to
2. To ensure that any comment or complaint is acted upon effectively
3. To ensure that anyone making a comment or complaint knows they will not be discriminated against for doing so

In the event of a complaint or comment being received from a member of staff, Service User, staff member, member of the public or an outside organization, the followed procedure should be adhered to

Procedure

1. Ascertain what the complaint is and record the information given noting down all facts in an email directly to **concerns.connectiow@gmail.com**
2. If the complaint or comment is made in person or by a phone call, the person receiving the complaint must tell the complainant that a written record of their complaint will be made, with a copy being provided to them within 2 working days
3. Write down the complainant's name, address and contact details for record purposes
4. Ascertain what the complaint is and record the information given noting down all facts
5. Ascertain if the person wishes to be named in the procedure following the complaint
6. Explain who will be informed regarding the complaint and when they should expect to be contacted
7. Make sure all details recorded are correct
8. If you suspect any wrong-doing which you feel could affect the reputation of the company, a member of staff, any service users or visitors, or any other organization or person connected with the company, then it is your duty to report this immediately to the Chief Executive Officer or Chief Compliance Officer, who may feel it is appropriate to escalate the comment or complaint to the Trustees
9. Once all information has been received, the Chief Compliance Officer will undertake interviews with the relevant individuals/organisations to establish what has happened. After this point, the CCO will decide how the situation can be resolved and will contact all relevant parties

Time Limits

All complaints will be acknowledged within 2 working days and resolved within 14 days. However, where an in-depth investigation is necessary, a weekly progress report will be sent to all involved: resolutions should still be made within 14 days wherever possible

A complaint or comment must be made no later than 12 months after the date the event occurred or, if later, the date the event came to the notice of the complainant. This time limit need not apply providing that Connect IoW CIO is satisfied that the complainant can give a good reason for making the complaint outside of the timeframe, and if it is still possible to investigate the complaint effectively and fairly

Advice

The complainant will receive (so far as is reasonably practical) assistance to enable them to understand the complaint procedure as well as advice on where and how they can obtain such assistance. The Chief Compliance Officer will ensure that guidance on

how to make a complaint is made available to all Service Users and those acting on their behalf, with clear guidelines included in our Service Terms and Conditions

Complaints from a representative are accepted under the following conditions:

- Where the Service User has consented, either verbally or in writing
- Where the Service User cannot complain unaided and cannot give consent because they lack capacity (as defined by the Mental Capacity Act 2005)
- If the representative is acting in the Service User's best interests – for example, if the matter complained about could have a detrimental impact on the Service User

Policy last review date: 17.10.2025