



Young Persons Complaints Guidance

Issued: August 2016

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www.essentialmediation.co.uk

Complaints Policy

1. Introduction

- 1.1 Young people who use our services are very important to us. Our aim is to provide you with an excellent service every time but sometimes things go wrong and we want you to tell us when they do. Complaints help us to put things right and make sure the same mistake does not happen again.
- 1.2 This document will tell you how to make a complaint and tell you how we will deal with and reply to your complaint.

2. Who can complain?

- 2.1 Anyone who has used our services:
- Any child or young person;
 - Their parents or carers;
 - An advocate acting on behalf of a child or young person;
 - Any other person who may have a sufficient interest in a child or young person known to us (this is at our discretion).
- 2.2 If you want someone to make a complaint for you, we will need to know that you are happy for them to do this.

3. What can I complain about?

You can tell us what you did not like about the service(s) that we have provided to you. For example:

- You did not feel you were listened too;
- You did not feel included;
- You would have liked more support and/or more information;
- About the way that our staff have treated you;
- About the decisions that have been made.

4. How can I complain?

Online: <http://www.essentialmediation.co.uk/contact-us/>

Email: admin@essentialmediation.co.uk

Write to: Essential Mediation, 500 Avebury Boulevard, Milton Keynes, MK9 2BE

Telephone: 01908 889080

5. What will happen next if I make a complaint?

- 5.1 If you do make a complaint we will aim to make sure that:

- Making a complaint is as simple as possible;
- You feel we treat all complaints seriously;
- You feel we deal with any complaint promptly, fairly and in confidence;
- We treat you with respect;
- Anything you tell us will be treated confidentially;
- You know it is okay to complain;
- If you feel unhappy with something that it is okay to say so.

5.2 If the complaint involves an organisation or person outside of our control, we will make sure you know who you should contact.

6. What will happen to my complaint?

There are three stages to how we deal with complaints.

6.1 Stage one – local resolution

Most complaints can be sorted out by the manager responsible for the services that you used. They will write to you, if possible within 10 working days of having received your complaint or by the latest within 20 working days. They will tell you what they have found out and what action they intend to take.

6.2 Stage two – formal investigation

If you feel that our response to your complaint is not good enough, then we will offer you a meeting with the Head of Service. If you are still not happy after this meeting, we will ask a manager to look into your complaint and we will make sure that they do not have any previous knowledge of the complaint.

They will meet with you and with the staff involved in the complaint and study any documents about your complaint. They will have 25 working days to complete the investigation, though this can be extended up to 65 working days. The manager will write a report of the findings of the investigation, and we will ask the Council to give their view on whether the complaint has been correctly handled at this stage.

6.3 Stage three – Director

If you are still dissatisfied, you can ask for your complaint to be looked at by the Director. The Director then has 15 working days to write to you with their views on the report and to indicate what action they will be taking as a result of your complaint.

This is the end of the complaints process within Essential Mediation.

7. What will we do as a result of your complaint?

We have to look at what can be done to provide a remedy to you for your complaint. Here are a few examples of things we might do:

- Write an apology if we have done something wrong or upset you;
- Provide you with an explanation of why we have done what we have done and any changes that we have made to how we provide our services;
- In exceptional circumstances financial compensation can be considered;
- Sometimes we look at the work of a member of staff as a result of a complaint, but this will be confidential to them and we won't be able to tell you in detail what we have done.

8. Who else might I contact?

If you have exhausted our internal complaints procedure and you are still dissatisfied with the resolution of your complaint you may make a further complaint to the Civil Mediation Council (CMC).