



**Catch Coaching C.I.C.**  
Company Registration 08211363  
Burton Street Foundation, 57 Burton Street, Sheffield, S6 2HH

**COMPLAINTS POLICY AND PROCEDURE**  
**Guide for End Users**

## **1 Introduction**

The purpose of the policy is to:

- Protect the interests of service users
- Improve the quality of services by responding to the views of people involved
- To enable people to challenge our way of working.

### **1.1 Policy Statement**

Catch Coaching is committed to delivering the best quality services to children and young people and partners agencies. We welcome feedback and want to learn from any complaint and to improve on what we do. Catch Coaching believes it is essential that there is a clear, effective and easily understandable procedure through which any complaints can be dealt with. Our handling of complaints forms an important part of this approach...

Catch Coaching welcomes complaints and suggestions so that concerns can be addressed and improvements made, Service users, or potential service users have the right to complain whenever services are not meeting their expectations.

Catch Coaching will not be defensive when complaints are made but will ensure that a fair hearing is given to the complaint and that any member of staff is also given the fullest opportunity to answer all criticisms made.

Complaints can be made about anything that gives an individual cause for concern. This might include:

- Behaviour of staff, volunteers or other service users;
- The standard of service provided;
- Discrimination;
- Provision of inaccurate information;
- Policies that are found unacceptable.

The above list is not exhaustive.

## 1.2 Guiding principles

These will be followed during all stages of the complaints procedure:

- **Confidentiality is protected:** including the confidentiality for both the person making the complaint and any staff member involved in the complaint.
- **Independent investigation:** where an investigation is required, it will be carried out by someone who was not involved in any way with any incident related to the complaint.
- **Support and Advocacy:** people making a complaint may be represented by an advocate (that is, someone of their choice to help them) at any stage of the procedure.

Catch Coaching will ensure that every user of its services is aware that this complaints procedure exists. Copies will be kept at all project sites and made easily available to users of services.

## 2 Background information

If at any time it becomes clear that another policy should take precedence because of the nature of the complaint, then the complaints procedure will stop and the relevant policy will be implemented. For example, this may include situations:

- Where Catch Coaching whistle-blowing procedure would be more appropriate
- Where there are issues about harm or risk to a child, which would be more appropriately address by the Safeguarding / Child Protection policy.
- Where there is an on-going police investigation related to the complaint.

If the above happens the complainant must be made aware of the new process.

## 3 Complaints Procedure

Catch Coaching wants to resolve problems satisfactorily for all involved. It is obviously best to try and resolve any problem informally with the person concerned as soon as it arises. If it is necessary to take the matter further, this should be done in line with the formal process and timescales detailed below.

At each stage everyone concerned with the complaint will be kept fully informed. The complainant is entitled to be accompanied by a friend or advocate at all stages, to provide support and /or advocacy. At every stage of the formal process there will be

a written report on the findings and opinions expressed. This report will be available to any later stage of the procedure.

**The term complainant is used to describe the person making the complaint.**

### **3.1 Stage 1: Informal Complaint (verbal)**

The complainant should discuss the complaint with a member of staff or volunteer who will respond to complaints about the service, and where appropriate have an informal discussion with the person concerned to attempt to establish the nature of the complaint, and the circumstances surrounding it. The staff member in consultation with his line manager will decide whether the complaint can be dealt with informally or whether other policies need to be referred to. If the concern is not resolved to the complainant's satisfaction, the complainant will be advised that they can make a formal complaint in writing. If the complaint is dealt with successfully the staff member will take a record of the complaint including action taken and send it to the Complaints Officer ( Joe Boyden Catch Coaching Director)

Informal complaints should be dealt within seven working days.

### **3.2 Stage 2: Formal Complaint (in writing)**

A formal complaint can be registered in writing and must be recorded on the Catch Coaching complaints form and communicated to the appropriate Director. If the complaint is against this person, the Catch Coaching Chair of the Board of Trustees will investigate the matter.

The Director will acknowledge receipt of the complaint within five working days and carry out an investigation within 2 weeks of catch Coaching receiving the complaint.

The findings of the investigation will be reported to the complainant in writing and to anyone else involved within 14 days of completing the investigation. If the complainant is not satisfied with the outcome, they will be advised of their right of appeal Stage3 formal procedure.

### **3.3 Stage 3: Appeals**

If the complainant is dissatisfied with the process or the result of the investigation for their formal complaint they can appeal. They have 28 days to appeal and need to do so in writing outlining their request for an appeal.

An appeals committee will be formed comprising of the Complaints office, a member of the Catch Coaching Board of Trustees and an independent person from another organization.

The complainant will then be asked to attend the appeal, with an advocate or friend to state the reasons why they were dissatisfied with the response to their complaint. Following this meeting a letter should be sent to the complainant within seven days outlining its findings.

## **4 Promotion of the Complaints Policy**

Every young person, service user, parent/carer or colleague in another organization will be made aware that Catch Coaching has a complaints policy, a brief summary of what it is and how to use it.

## **5 Comments and Compliments**

Comments and compliments will be an important practice to monitor Catch Coaching's performance. There will be a Customer feedback form to capture feedback from service users. The form can be given to a staff member and passed to the designated officer who has direct responsibility for monitoring customer feedback and appropriate feedback to staff members.

## **6 Monitoring and Evaluation**

Statistics on complaints, compliments and comments will be recorded centrally at Catch Coaching Office. A quarterly report will be produced and will be reviewed by the senior management team.

An annual report will be produced for the Catch Coaching Board of Trustees

## Complaints Procedure Flow Chart

