**COMPLAINTS, COMMENTS AND COMPLIMENTS POLICY**

1. **INTRODUCTION**
	1. Time Specialist Support is committed to ensuring that any person or organisation using services provided by Time Specialist Support has the right to lodge a complaint and to have their concerns addressed in ways that ensures access and fairness, accountability and transparency. Comments and complaints are also taken seriously and referred to the relevant staff member to help continue to shape our practice.
		1. **Customer Comments**

*A remark, observation or criticism that may require immediate action but does not require a full investigation.*

Time Specialist Support records the details of all comments received. These will be discussed at Team meetings as and when they arise so that improvements in practice can be discussed and made.

 **1.1.2 Customer Compliments**

*A polite expression of praise or commendation.*

Any compliment received is shared with the relevant staff. If the compliment is about an individual staff member they are then informed in writing by the Line Manager and a copy of the compliment and letter is stored in their Personnel File.

Compliments can help us share good practice and improve services.

* + 1. **Customer Complaint**

*An expression of dissatisfaction, whether verbal or written, and whether justified or not and which requires further investigation*

1. **OUR COMMITMENT**

2.1 If you make a complaint to Time Specialist Support, you can expect that we will:

2.1.1 treat you with respect

2.1.2 tell you what to expect while your complaint is being looked into

2.1.3 carry out the complaint handling process in a fair and open way

2.1.4 provide reasons for decisions that are made

2.1.5. protect your privacy

1. **WHAT CAN I MAKE A COMPLAINT ABOUT?**

3.1. You can make a complaint to Time Specialist Support about the any aspect of the delivery of our services, for example the way we communicate with you and deal with booking in your sessions, or to how the support workers manage your child.

3.2 If you, yourself are receiving services from TSS, you have a right to complain about any aspect of the support you are receiving.

1. **OBJECTIVE OF THIS POLICY**

This policy has been designed to provide guidance to both our clients and staff on the manner in which Time Specialist Support receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

4.1 The objective of this policy is to ensure that:

4.1.1. You are aware of our complaint process,

4.1.2 Our staff are aware of our complaint process.

4.1.3 Your complaint is investigated impartially with a balanced view of all information or evidence.

**5. MAKING A COMPLAINT**

5.1 . If you are dissatisfied with a service provided by any of our support workers, you should in the first instance consider speaking directly with the staff member/s you have been dealing with.

5.1 If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with any of the office staff in one of the following ways:

5.1.1. By telephoning us on 0161 879 7984

5.1.2 By emailing us bookings@time-specialist-support.com

5.1.3 If the complaint involves any of the management team and you wish to speak to someone else – you can directly email our Director, Tori Houghton at tori@time-specialist-support.com

5.2 If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

1. **WHAT INFORMATION WE REQUIRE**
	1. When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.
	2. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

6.2.1 Your name and contact details,

6.2.2.The name of the person you have been dealing with about your service

6.2.3. The nature of the complaint,

6.2.4 Details of any steps you have already taken to resolve the compliant,

6.2.5 Details of conversations you may have had with us that may be relevant to your complaint,

6.2.6. Copies of any documentation which supports your complaint.

1. **THE COMPLAINTS PROCESS**

7.1 The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint.

7.2 When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

7.3 As part of our on-going improvement plan, complaints will be monitored

7.4 If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint.

7.5 Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

7.6.Where a third party provider such as a supervisor at a play centre/swimming pool, was involved in the session, we may be required to speak with them to fully investigate your complaint.

7.7.Time Specialist Support is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

7.8 We will acknowledge receipt of your complaint within three (3) business days. Once your complaint has been received, we will undertake an initial review of your complaint.

7.9 There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain

7.10 We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days,

7.11 We will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

7.12 During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

7.13 If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

7.14 Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

7.15 You have the right to make enquiries about the current status of your complaint at any time by contacting us.

1. **SUMMARY: OUR SIX POINT COMPLAINT PROCESS**

8.1 ACKNOWLEDGE

We will acknowledge receipt of your complaint within three working days.

8.2 REVIEW

We will conduct an initial review of your complaint and decide if any additional information is required to conduct the investigation

8.3 INVESTIGATE

We will investigate your complaint within 10 days of receiving the complaint using the information given by yourself and any additional information that we have available.

8.4 RESPOND

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

8.5 ACTION

Where appropriate we amend our business practices or policies.

8.6 RECORD

Your complaint will be recorded for continuous improvement process and monitoring through regular review, and your personal information will be recorded in accordance with relevant privacy legislation.

1. **IF YOU COMPLAIN ABOUT ONE OF OUR EMPLOYEES**

9.1If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people).

9.1.2 We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

9.1.3.We will also treat our staff member objectively by:

9.1.3.1 informing them of any complaint about their performance,

9.1.3.2 Providing them with an opportunity to explain the circumstances,

9.1.3.3 Providing them with appropriate support,

9.1.3.4 Updating them on the complaint investigation and the result.

1. **WHEN YOUR COMPLAINT IS CURRENTLY BEING INVESTIGATED BY A THRID PARTY SUCH AS THE POLICE.**

10.1 If your complaint is currently being investigated by a third party regulator such as the police, we may cease to take further action in relation to your complaint pending finalisation of their investigation.

10.2 We will assist any agency with their investigations.

1. **AFTER THE COMPLAINT**

11.1 If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request us to take this matter further with the commissioning body that manages your care package (Manchester City Council/Stockport Council