



## **Croydon Youth Information & Counselling Service Limited**

# **Complaints Policy**

Croydon Drop In  
Tel: 020 8680 0404  
Company Limited by Guarantee Registration Number 3092355  
Registered Charity Number 1049307  
Registered Office, 132 Church Street, Croydon, CR0 1RF

## **CROYDON DROP IN (CDI) Complaints Procedure**

Croydon Drop In (CDI) operates a complaints procedure to ensure that all complaints are investigated properly and appropriate action taken.

Complaints will be dealt with directly by the line manager of the service, in which the complaint has been raised with:

- Advice, Rights & Advocacy: Gordon Knott
- Counselling: Rhona Kenny
- Mental Health Support Team: Tim Richards
- Outreach/Talkbus: Clinton Waller
- PaIRS: Juliet Lecointe
- Business Operations and all other areas: Nicola Newman and Gordon Knott

Any complaint from complainant should be treated seriously and in accordance with the following procedure:

1. Complaints should initially be raised with the individual concerned. The complainant should be asked if they are comfortable with trying to resolve the difficulty directly with the member of staff, volunteer or Board of Trustees member. Even if the situation is resolved the individual is required to record the incident and refer to the appropriate Manager, who will then inform the Director (CEO), who will then inform the Board of Trustees.

**If the situation remains unresolved, the following action should be taken;**

- The appropriate service manager, will invite the complainant to write a letter of complaint or will make a written record of the nature of the complaint as dictated by the complainant. The manager will take the complainant's name, address or contact phone number for follow up and will inform the complainant that the complaint is being investigated and we aim to respond to their complaint within two weeks of receiving the written complaint.
- The Manager will sign and date the complaint, record any appropriate details from their observations and will inform the Director as soon as is reasonably possible, to agree an action plan of investigation, taking into consideration the two-week time frame.
- The Manager will interview the member of staff, volunteer or Board of Trustees member, inspect premises etc. in whatever way appropriate to the nature of the complaint. In the event of a complaint about a manager the interview will be conducted by the Director. Any interviews or inspections ideally would have a third party present eg. Manager or Director and should be recorded in full.
- If the nature of the complaint concerns serious allegations of professional misconduct, the manager will inform the Director immediately as the member of staff will be suspended from duty pending investigation.
- Manager to contact complainant and invite him/her to meet and discuss concerns.

Complainant invited to bring a friend for support and is told that the meeting will be recorded in writing. Both complainant and Drop In receive copies of this recording.

- Director (CEO) investigates the complaint when information from all parties concerned has been gathered.
  - Director (CEO) to invite complainant, who may wish to bring a (colleague/advocate) back, for a meeting with Director (CEO) and Chair of Trustees to try to resolve the issue (this process should occur within two weeks of first meeting).
2. If unresolved, complaint referred to a Discipline and Grievance Committee comprising one volunteer, Director (CEO), Chair of Board of Trustees (within four weeks of first meeting).
  3. If still unresolved, the complaint will be referred to an independent arbitrator from Youth Access: 1A Taylors Yard, 67 Alderbrook Road, London SW12 8AD or another relevant organisation (this process should occur within eight weeks of first meeting).
  4. The complainant is to be kept informed and involved throughout the investigation and will be told of final outcome.
  5. A Summary of Complaint form (copy attached) is completed upon the conclusion of a complaint and attached to the front the complaint. It is then filed in the Central Register of Complaints, which is held by the Director (CEO).
  6. If a complaint is raised against the Director (CEO) then this will be managed by the Chair of Trustees.
  7. The Central Register of Complaints is reviewed annually (normally in December) by the Director (CEO) and the Chair of the Board of Trustees. Any action required to improve the service is identified and implemented appropriately.

It is of paramount importance that the safety and welfare of the individuals concerned is considered at all stages of the process.

## **SUMMARY OF COMPLAINT FORM**

To be attached to the complaint file upon its conclusion, then filed in Central Register of Complaints held by the Director (CEO).

Complaints Officer:

Complainant:

Date:

Nature of Complaint:

Action:

Outcome:

Policy Review Schedule					
Policy Prepared by	Date Prepared	Policy Approved by	Date Approved	Approved Signature	Review Date
JMJ	Sept 2016	Kim Bennett Director – CEO	Sept 2016		Sept 2017
Policy Reviewed by	Date Reviewed - Amended	Policy Approved by	Date Approved	Approved Signature	Review Date
Lorna Hunt	Amended Sept 2019	Gordon Knott Sept 2019			Sept 2020
Policy Reviewed by	Date Reviewed - Amended	Policy Approved by	Date Approved	Approved Signature	Review Date
Gordon Knott	27.08.20	GK	03.09.20	GK	Sept 2021
Policy Reviewed by	Date Reviewed - Amended	Policy Approved by	Date Approved	Approved Signature	Review Date
Gordon Knott	01.10.21	GK	01.10.21	GK	Nov 2022
Policy Reviewed by	Date Reviewed - Amended	Policy Approved by	Date Approved	Approved Signature	Review Date
Gordon Knott	21.08.23	GK	21.08.23	GK	Aug 2024

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Through CDI's Policy Review System, all policies are reviewed annually from the date of approval