

Family Based Solutions – Complaints Policy

Approved: 7 February 2025 – Policy updated 8th March 2025 to include new Chair of Trustee

Next Review: 6 February 2027

Registered Address: Family Based Solutions, 5 Chase Side Crescent, Enfield, EN2 0JA

1. Policy Statement

Family Based Solutions (FBS) is committed to delivering high-quality, respectful, and safe support to all individuals and families. We welcome feedback of all kinds and view complaints as an opportunity to learn, improve, and strengthen trust. This policy sets out our procedure for managing complaints fairly, transparently, and without delay.

2. Scope

This policy applies to:

- Service users
- Family members
- Partner agencies
- Members of the public
- Staff, volunteers, and contractors

Complaints may relate to:

- Conduct or behaviour of a staff member or volunteer
 - Service quality or delivery
 - Breach of policy, confidentiality, or professional boundaries
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3. Core Principles

- **Respectful and Non-Retaliatory:** Complainants are treated with dignity and will not be subject to reprisal.
- **Independent:** All complaints are reviewed impartially. Anyone with a conflict of interest will not be involved.
- **Confidential:** Details will only be shared with individuals directly involved in handling or investigating the complaint.

- **Timely and Transparent:** We aim to investigate and respond to all complaints within clear timeframes.
 - **Safeguarding First:** Any complaint that raises a safeguarding or legal concern will be escalated immediately.
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4. How to Make a Complaint

All complaints should be made in writing and include:

- Your full name and contact details
- A clear explanation of the issue
- Relevant dates, locations, and names of those involved
- Any actions already taken

Where to Send Your Complaint:


Unless the complaint is about Ayse Adil, please send it to:

Panay Richard – Chair of Trustees

 toumbi@yahoo.com

AND

Ayse Adil – Executive Director

 ayse@familybasedsolutions.org.uk

If the complaint concerns **Ayse Adil**, please send it only to **Panay Richard**.

5. Complaint Handling Procedure

Step 1: Acknowledgement

- You will receive a written acknowledgement within **3 working days**.
- The acknowledgement will confirm who is handling the complaint and provide an outline of the process and timelines.

Step 2: Initial Assessment

- The **Chair of Trustees (Panay Richard)**, with support from the **Executive Director (Ayse Adil)** – *only if she is not the subject of the complaint* – will carry out an initial assessment to:
 - Determine the nature and seriousness of the complaint.
 - Decide if it requires:
 - Informal resolution
 - A formal internal investigation

- Referral to an external body or safeguarding authority
 - Ensure an impartial process by excluding anyone with a conflict of interest.
- If **Ayse Adil is the subject of the complaint**, she will have **no involvement** in this stage or any part of the investigation. In such cases, the Chair may assign a trustee or independent reviewer to support the process.

Step 3: Investigation

- A thorough investigation will be conducted, which may involve:
 - Reviewing documentation and records
 - Speaking with relevant individuals
 - Gathering witness statements
- The individual(s) subject to the complaint will be given a fair opportunity to respond.

Step 4: Review Meeting

- A **Complaints Review Meeting** will be convened, chaired by **Panay Richard (Chair of Trustees)**.
- The **Chair of Trustees is required to attend all complaints review meetings** involving staff or volunteer conduct.
- The **Executive Director** will attend unless she is the subject of the complaint.
- The meeting will:
 - Review findings
 - Decide whether the complaint is upheld or not
 - Recommend appropriate actions (e.g., training, disciplinary action, service changes)

Step 5: Outcome and Response

- A formal written response will be sent to the complainant within **20 working days**.
- The response will include:
 - Summary of the investigation
 - Outcome and rationale
 - Any action to be taken
 - Information about the right to appeal

If an extension is necessary due to complexity, the complainant will be informed with an updated timeframe.

6. Appeals Process

If the complainant is dissatisfied with the outcome:

- An appeal may be submitted in writing within **10 working days** of the decision.
 - The appeal will be reviewed by a **Trustee Appeals Panel**, made up of members **not previously involved** in the case.
 - A final decision will be shared within **15 working days** of receiving the appeal.
 - This decision will be final.
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7. Complaints About Trustees

If a complaint is about the **Chair of Trustees**, it should be addressed to the **Vice Chair of Trustees**. Their contact information can be provided upon request. The Vice Chair may appoint an independent investigator to ensure impartiality.

8. Safeguarding and Legal Escalation

Any complaint suggesting:

- Abuse or neglect
- Serious misconduct or criminal behaviour
- A breach of safeguarding or legal obligations

...will be referred immediately to the appropriate authority, such as:

- The Local Authority Designated Officer (LADO)
 - The Police
 - The Charity Commission
 - Relevant regulatory bodies
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9. Record Keeping and Monitoring

- All complaints and their outcomes will be securely recorded and stored by the Chair of Trustees.
- An anonymised summary of complaints will be shared with the Board annually for monitoring and learning.
- Where patterns emerge, internal reviews and training will be initiated to improve service delivery.