**Introduction**

This document is the policy for dealing with complaints for Trauma Recovery CIC.

This policy places emphasis on resolving the complaint promptly. An informal resolution by members of staff is preferred option, however the client’s decision to treat the complaint formally is paramount.

A complaint is defined as an oral or written expression of dissatisfaction of service received by any member of staff / service delivered by Trauma Recovery CIC

**Function**

This policy is open to clients or those who are complaining on behalf of a client.

This policy should not be used by staff to complain about their peers, the whistleblowing policy should be used in that instance.

Informal complaints should be dealt with by the appropriate Manager.

Formal complaints will be dealt with by the appropriate director.

Concerns relating to the staff members performance will where necessary be referred to their appropriate professional body.

Directors will work with staff to share lessons learnt from complaints.

Directors will review processes to eliminate the cause of the complaint and prevent further complaints.

**Scope**

A complaint could initially be made orally to member of staff, they should attempt to resolve issue by an informal resolution. If this doesn’t resolve the issue, then the client should put the complaint in writing to the Directors (email: [hello@trcic.co.uk](mailto:hello@trcic.co.uk))

All complaints should be made within 6 months of the event. There is discretion to extend this time limit where it would be difficult within the time limit and where it is still possible to investigate the complaint.

If the initial investigation of the complaint discovers a disciplinary issue, the investigating person should consult with the Directors who will seek advice from HR.

**Responsibilities**

All complaints are the responsibility of the Managing Director of Trauma Recovery CIC.

Staff will be made aware of any complaints received and the outcomes will be shared so learning can come from the investigation

The person investigating the complaint should document, record and input details on the complaints register.

**Independent Complaint Review**

Although an independent complaint review process is not a legal requirement, we have commissioned a senior therapist to act as our Independent Complaint’s Reviewer. The therapist is not directly associated with Trauma Recovery CIC giving them a totally independent view. If all previous steps to resolve the complaint have been exhausted, we will refer case to our Independent Complaints Reviewer for them to review the case from start to finish and confirming that the process had been followed correctly.

**Summary**

Trauma Recovery CIC aims to deal with complaints promptly giving them the best chance to resolve issues / problems. This does not affect the complainants right to approach the appropriate authority / professional body / commissioner of service.