



Complaints Policy

Survivors Voices/Reshapers CIC welcomes feedback as a way of improving our services. Any complaint will be taken seriously, seen as constructive and responded to as quickly as possible. Survivors Voices/Reshapers CIC's aim is to resolve problems effectively and to respond to them quickly.

Who may complain?

The following may complain:

- A person who has directly used the services of Reshapers;
- Any person who Survivors Voices/Reshapers CIC considers has sufficient interest in a child or vulnerable adult who is the recipient of Survivors Voices/Reshapers CIC's services;
- Any agency which has commissioned a service from Survivors Voices/Reshapers CIC;
- A member of the public who has had some contact with us through our services, publications or on-line presence.

How may a complaint be made?

A complaint should normally be made in writing (email or post), but if this is not possible, it may be made by phone or via the website to the Complaints Officer.

Time limit for making a complaint

A complaint normally should be made within three months of the event/action complained about. However, where circumstances make it difficult to complain, complaints from children or young people will be considered outside this time limit. Complaints of a very serious nature, for example any kind of abuse, will also be considered at any time.

Who deals with complaints?

Complaints should initially be addressed to the Complaints Officer. However any member of staff may be approached and they will then pass the complaint to the Complaints Officer.

Outcomes

Complaints are an important part of the Survivors Voices/Reshapers CIC's quality assurance system. All complaints will be recorded, analysed and reported annually by the director to the Board of Directors. We aim to follow a restorative justice principles in dealing with any complaint.

Restorative Justice Process

At any stage in the complaints procedure, you can choose to follow a restorative justice approach rather than a formal complaint. This involves a facilitated meeting between yourself and any workers involved, to seek a resolution to your complaint. Both you and





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the workers can be accompanied by a supporter of your choice. The facilitator will be independent and will be suitably trained for this role.

The process involves:

- hearing all sides to the situation
- acknowledging any shortcomings or wrongdoing
- recognising any reasons for failures
- recognising the impact of the situation that caused the complaint
- taking responsibility for the causes of the complaint
- agreeing reparation for any damage caused
- agreeing what is needed to restore continuing working relationships.

If no resolution is reached through the restorative justice process, the formal complaints process can then be initiated.

Complaints Process Stage1 - local resolution

On receipt of a complaint, we will record the details and acknowledge its receipt within 5 working days. This information will be kept as confidential as possible although it will be necessary to share information with relevant people in order to deal with the complaint.

- We will decide how the complaint should be handled.
- The Complaints Officer on receipt of the complaint will contact the complainant to seek any additional information necessary, identify the outcomes sought and ask for their views on how it might be resolved.
- We will then seek to resolve the complaint in accordance with restorative justice principles. This may involve meeting with people concerned, a restorative justice process, reparation, service changes.
- The Complaints Officer will then write to the complainant indicating what they have done and with a clear statement of the outcome. They will also inform everyone concerned.

The time-scale for stage 1 is 15 working days. Should there be any need for an extension we will inform the complainant.

If the complainant is not satisfied with the outcome, they should inform the Complaints Officer within 10 working days of receipt of the written response. It will then move the complaint to the Stage 2 procedure.





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Stage 2 - formal investigation

The Complaints Officer will arrange for the appointment of an Independent Officer who will undertake a formal investigation of the complaint.

The complainant will be notified of how the complaint is to proceed at Stage 2 within 10 working days of having notified us that they are dissatisfied with the Stage 1 outcome.

The time-scale for the investigation is 25 working days. This can be extended by agreement with all parties.

The Officer's report will be sent to the Complaints Officer to decide on Survivors Voices/ Reshapers CIC's response to the complaint.

If the complaint was dealt with at Stage 1 by the Complaints Officer, they will forward the complaint to another director to decide on Reshapers' response to the complaint, in consultation with all evidence.

Survivors Voices/Reshapers CIC's response will be sent within 10 working days of receiving it. Copies will also be sent to any person complained about.

Complaints Officer: The lead Complaints Officer is Jane Chevous, who is a trained and experienced Independent Person for Children's Act Complaints. If the complaint concerns work she has been directly involved in, the Directors will appoint another of their members to deal with the complaint.

External Regulation & Affiliation:

Survivors Voices is a trading name and project of Reshapers Community Interest Company. We are regulated by the [CIC Regulator](#).

We are a [UK Registered Learning Provider](#) UKPRN number 10028657.

We are affiliated to the [Survivors Trust](#), [SAFE CIC](#), [CIC Association](#) and [NCVO](#).

Our email: connect@survivorsvoices.org

Our website: www.survivorsvoices.org

