

Just for Kids Law Compliments & Complaints Procedure

This document should be read in conjunction with:

- Disciplinary Policy

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1. Aims

Just for Kids Law is committed to providing the best possible service for its clients and the organisations it works with. We take all feedback very seriously and the following policy details how we will deal with any compliments or complaints we receive.

Compliments: Just for Kids Law values feedback regarding its staff and services, whether positive or negative.

All compliments will be acknowledged and will be passed to both staff involved and their line manager.

A copy of the compliment will be kept on the employee's HR file.

Complaints: In order to be constantly developing and improving our services, it is important that we receive feedback from those who use our service including comments, suggestions, and complaints.

The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

2. Principles

Individuals or organisations making complaints have the **right to be treated equally** and not suffer discrimination and are entitled to seek external assistance to advocate on their behalf.

All complaints will be treated with an **open mind** and will be investigated **without prejudice**.

Individuals or organisations making complaints have the **right to confidentiality**. If requested, names will not be disclosed in investigating complaints. However, anonymous complaints will not be investigated.

Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.

3. Process

IN THE FIRST INSTANCE

If you are unhappy about any aspect of the service you have received by Just for Kids Law, or if you are unhappy with the conduct of an individual it is sometimes best to tell them directly.

In the first instance we will try and deal with a complaint informally and we will work with you to resolve to any comments, suggestions, or complaints you have.

When raising an informal complaint, you will need to talk to the relevant staff member or, if you feel this is difficult or inappropriate, you can speak to a Director at Just for Kids Law.

The Director can negotiate between you and the individual with the aim to resolve any complaint swiftly.

STAGE 1

If you do not feel the complaint was dealt with in a satisfactory manner, or you do not feel able to speak to a member of staff directly, then the complaint should be submitted in writing to Just for Kids Law's Programmes and Participation Director. If you do not feel you can approach the Director of Programmes and Participation, or if the complaint is regarding a Director, then a complaint can be made to the Chair of the Board of Trustees.

The written submission should provide information about the nature of the complaint, and the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation for Just for Kids Law to resolve the outcome in this way.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

The complaint will normally be dealt with by a Just for Kids Law Director who will consult with the Chair of the Board of Trustees and investigate the circumstances leading to the complaint. If your complaint is regarding the Chair of the Board of Trustees or if they are unavailable, this may be dealt with by an appointed Trustee.

A Just for Kids Law Director will write to you to inform you of the result of investigation within 21 working days.

STAGE 2

If you are dissatisfied with the results of the investigation undertaken during stage 1 you will have the right to put your case directly to the Board of Trustees. This must be made in writing in the first instance.

If a complaint is made against a member of Just for Kids Law's staff or a Director, they will have the right to present their case to their line manager or to the Chair of the Board of Trustees.

The complaint will be investigated by the Chair, or an appointed Trustee, and they will seek to resolve the complaint. They will write to you to inform you of the results of the investigation within 21 working days.

If a complaint results in disciplinary action being taken against a staff member at Just for Kids Law, this will follow the Disciplinary Policy.

4. Record Keeping

Just for Kids Law will keep a record of complaints and compliments and these will be filed and kept for two years.

5. Contact Details

You may submit your compliment or complaint:

By telephone: calling our main office on **020 3174 2279** and asking to speak to the relevant staff member, who can advise on next steps.

Via email: contact@justforkidslaw.org, with your complaint document attached and with email subject line: "Confidential: FAO Director of Programmes & Participation" or "Confidential: FAO Chair of Board of Trustees".

By post:

**Director of Programmes and Participation
Confidential
Just for Kids Law
Unit 2, Crystal Wharf, 36 Graham Street,
London N1 8GJ**

or

**Chair of the Board of Trustees
Confidential
C/O Just for Kids Law
Unit 2, Crystal Wharf, 36 Graham Street,
London N1 8GJ**

Policy management log

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