

# Commenting on our service



A procedure about how to  
share a compliment or  
raise a complaint

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At Beacon House, we always strive to offer a professional, effective and compassionate service. We really value feedback from all those who come into contact with our team, so that we can continue to grow and learn.

## **Our guiding principles**

The Beacon House Compliments, Concerns and Complaints policy has been developed to embrace the following principles:

- 1.** Everyone who comes into contact with Beacon House, either through our therapeutic services or our training services, will have access to this policy. This includes children who have a separate children's guide explaining how to raise a complaint.
- 2.** The way in which we handle concerns and complaints will be clear and consistent.
- 3.** Formal complaints will be managed efficiently, and each stage will be completed within 28 days.
- 4.** Confidentiality will be maintained at each stage, and data will be protected in line with our privacy policy.

## **Who can use this procedure?**

- Anyone who has made an enquiry with our service (including those who have been declined a service).
- Anyone who has directly accessed our assessment, treatment or training services; or someone else who is sharing a compliment or making a complaint on their behalf.
- Any professional who has had dealings with Beacon House who would like to share a compliment or raise a complaint

# Compliments and concerns - how can I give feedback?

**We very much value your views, and we are keen to hear from you if you have a compliment you would like to share, or a concern you would like to raise. A compliment lets us know when we have done something well. A concern is a worry or doubt that you would like a swift, informal response to. There are a number of ways that you can share a compliment or a concern:**

- If you are not directly accessing our service or you have been declined a service, you are welcome to give us feedback by contacting our administrative team on 01444 413 939 or [admin@beaconhouse.org.uk](mailto:admin@beaconhouse.org.uk). Your comment will then be passed to someone in our leadership team for a response within 5 working days.
- If you are accessing our therapeutic services, we encourage you in the first instance to speak directly with your therapist who can hopefully reassure you or resolve the concerns swiftly.
- Alternatively, you are welcome to contact our Service Manager on 01444 413 939 or [jayne.hemming@beaconhouse.org.uk](mailto:jayne.hemming@beaconhouse.org.uk). Our Service Manager will pass on your comment to the Clinical Lead who has an oversight role for your therapist, and the Clinical Lead will respond to you within 5 working days.
- You are also welcome to leave a comment in one of our feedback boxes, which can be found in our waiting rooms; or you can leave a comment on the secure online feedback page on our website ([www.beaconhouse.org.uk](http://www.beaconhouse.org.uk)).
- Finally, if you receive a therapeutic service from Beacon House, you will be routinely asked to complete a feedback form at the end of the work, where you can share both compliments and any ideas for how we can improve our services.

# How can I raise a formal complaint?

## Stage One

A complaint is an expression of dissatisfaction about actions taken, or lack of actions, that requires a formal response. If you are unhappy about any aspect of our service provision and you would like to raise a formal complaint, you can do so by contacting our Service Manager on 01444 413 939 or emailing her on [jayne.hemming@beaconhouse.org.uk](mailto:jayne.hemming@beaconhouse.org.uk).

Our Service Manager will ask you as the complainant to fill out a complaints form, providing the details of your dissatisfaction and the outcomes you would like. A formal investigation will then be carried out by the Service Manager to explore the complaint, and this will be completed within 28 days of receipt of the complaints form. The investigation is likely to involve speaking with the you, speaking with the members of staff involved, gathering statements and reading the file history we hold. In some cases, an explanation or an apology following the investigation may resolve the matter.

# How can I raise a formal complaint?

## Stage Two

If you remain dissatisfied after the conclusion of the stage one investigation you will be invited to respond in writing within 14 days. This response will be passed to the Clinical Director.

The Clinical Director will respond to you within a further 28 days, clearly setting out:

- The original complaint
- The investigation that has been carried out in Stage One
- Any further investigation undertaken by the Clinical Director
- The Clinical Director's conclusion

If the complainant's intervention with Beacon House is commissioned by a third party (such as Children's Services), a copy of the report will also be provided to them.

## Stage Three

If you remain dissatisfied, you have 14 days to inform the Clinical Director in writing, who will pass your correspondence on to our Independent Person who will carry out an independent review of the complaint file.

A report by the Independent Person will then be completed within a further 28 days, which will contain clear conclusions and recommendations. A copy of the report will be sent to the you as the complainant, and to Beacon House.

## What if I am still not satisfied?

We are registered with Ofsted as an Adoption Support Agency, which means we are inspected every three years and evaluated on how safe and effective our service is. Ofsted can be contacted on:

**Tel:** 0330 123 1231

**Address:** Piccadilly Gate Store Street Manchester M1 2WD

**Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

For children who are dissatisfied, they can contact the children's commissioner for England, who promotes and protects children's rights:

**General enquiries:** 0207 783 8330

**Advice line for children and young people:** 0800 528 0731

**Website:** [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

**Email for advice for children and young people:**

[help.team@childrenscommissioner.gov.uk](mailto:help.team@childrenscommissioner.gov.uk)

**General Email:** [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.gov.uk)

**Address:** Sanctuary Building, 20 Great Smith Street, London, SWS1P 3BT

Alternatively, you are entitled to contact the appropriate professional body, if a therapist's professional practice is at the centre of the complaint.

## **What if I need help to make a complaint?**

We are committed to supporting those who need assistance in making a complaint. For children, our Children's Guide makes the steps clear and simple for the children who access our services.

If you need help, please let us know at the point you first get in touch. We can then consider with you:

- Basing all communication on telephone conversations rather than email.
- Providing someone from the team to write the complaints form with you, or on your behalf.
- Inviting a friend, family member or other supportive person to assist you throughout the complaints process.
- Organising for an interpreter to assist the process if English is not your first language.
- Providing the complaints form and other correspondence in large print.
- If the complaint is made by a child, we can help the child to find an independent advocate to support them in making the complaint.

## **What will happen to the information I provide as part of my complaint?**

If you are accessing our therapeutic services, the information connected to the complaint will be stored securely on our clinical record for you, and retained for a minimum of three years following the closure of your file with us.

If you are not accessing our therapeutic services, the information connected to the complaint will be stored securely on our system, accessed only by the relevant members of the leadership team. The complaint record will be retained for a minimum of three years.



## **What if my complaint is a safeguarding allegation about a member of your team?**

If your complaint makes a safeguarding allegation about a member of staff at Beacon House, we will follow our alternative process for managing such allegations, which can be found in our Safeguarding Framework.

## **How will my feedback impact your service development?**

All compliments, concerns and complaints are fed back directly to the individual team members they are related to. The feedback is reflected on by staff members within their supervision. All feedback is collated by our Clinical Director, and themes are presented in our 6-weekly leadership meeting. Lessons learnt are discussed, and changes are made where appropriate.

## **Our contact details**

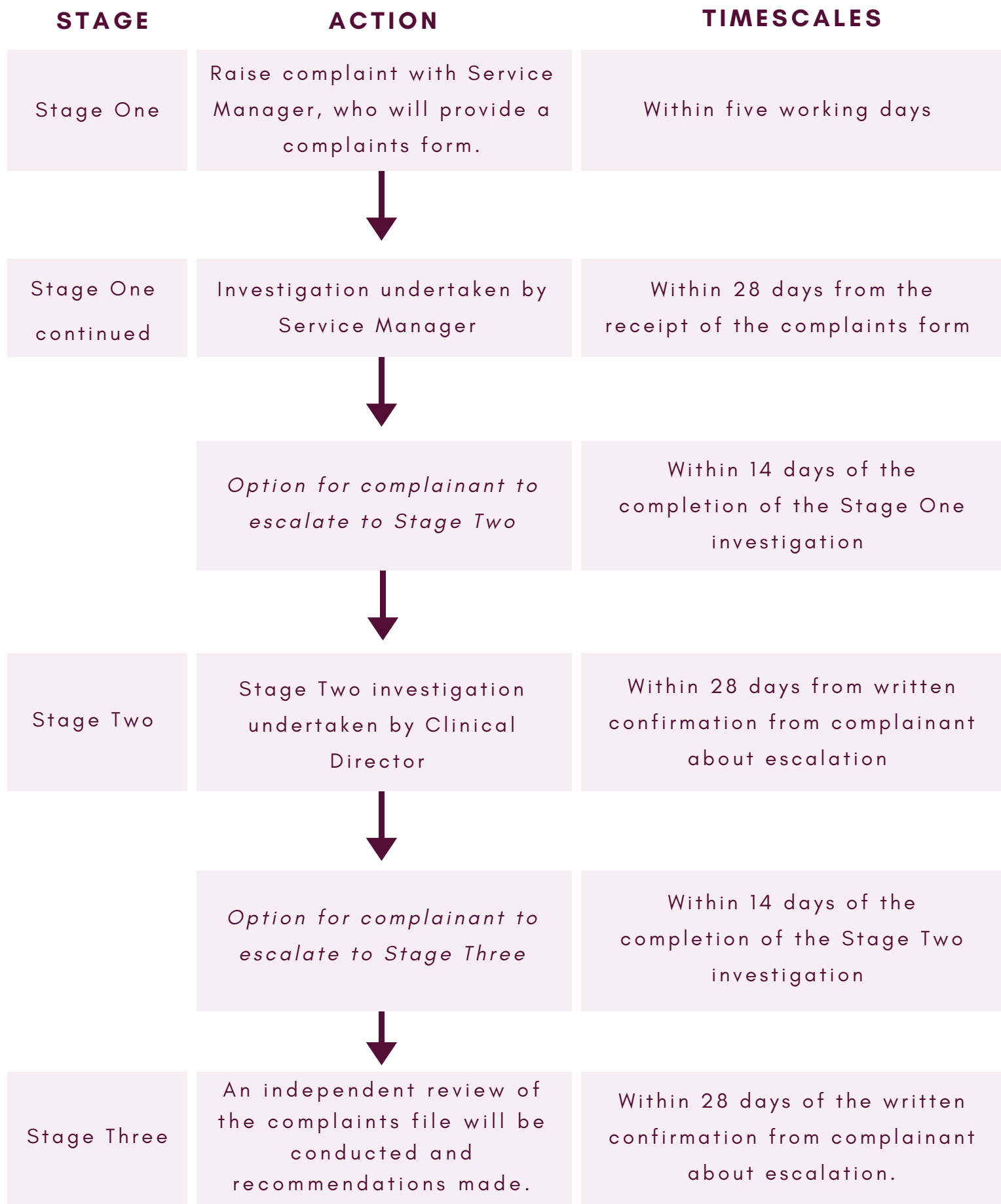
Our correspondence address for both Cuckfield and Chichester clinics is:

Beacon House  
The Old Hospital  
Chapelfields  
Ardingly Road  
West Sussex  
RH17 5JR

**Tel:** 01444 413 939

**Email:** [admin@beaconhouse.org.uk](mailto:admin@beaconhouse.org.uk)

# How to make a formal complaint - flow chart



# Our complaints form



## Complaints Form

Please take your time to fill out this complaints form. Once completed, please return it to our Service Manager on [jayne.hemming@beaconhouse.org.uk](mailto:jayne.hemming@beaconhouse.org.uk). We will then undertake a Stage One investigation and provide you with a response within 28 days from the date we receive this form.

<b>Today's date</b>	
<b>Your forename</b>	
<b>Your surname</b>	
<b>Your date of birth</b>	
<b>Your landline number</b>	
<b>Your mobile number</b>	
<b>Your e-mail address</b>	
<b>Your home address</b>	

Is the complaint about services <u>you</u> have received?	Yes / No – please select
Are making a complaint on behalf of <u>someone else</u> ?	Yes / No – please select
<b>If you are making a complaint on behalf of someone else, please provide their contact details here</b>	
<b>Forename</b>	
<b>Surname</b>	
<b>Date of birth</b>	
<b>Landline Number</b>	
<b>Email address</b>	
<b>Mobile number</b>	
<b>Home address</b>	

# Our complaints form



<b>Please use this space to provide us with details of what you are dissatisfied about</b>	
<b>Please use this space to provide information about the outcomes you hope for in raising a complaint</b>	
<b>Is there anything else you would like to tell us?</b>	
<b>Please confirm that you are happy for us to store and process all information related to your complaint in accordance with our Privacy Policy (which you can access on our website)</b>	<b>Yes / No – please select</b>

**Thank you for your time. If you would like to ask any questions about the complaints process then please don't hesitate to get in touch with us on 01444 413 939.**