

DVIP's Complaints Procedure

This procedure sets out a process for raising complaints you have about the way you have been treated by the organization or one of your workers or volunteers. As a project we aim to offer a service in which all people are treated fairly and with respect. If there is an occasion where you feel that this has not been the case the guidelines set out below offers the mechanism for taking a complaint forward.

Step One

- In the first instance you should talk to the worker concerned if you feel able to, or if the incident occurred in a group setting, bring it to the attention of the group.
- If it is not possible to resolve the matter at this point and you wish to pursue the complaint you should contact DVIP's Head of Service Delivery in writing.
- A complaint should be made as soon as possible after the event and not later than 10 days after.
- You should set out clearly the nature of your complaint and what you would like the outcome to be.

Step Two

- The Head of Service Delivery will acknowledge receipt of your complaint in writing within 5 working days.
- They will aim to establish the facts by talking to yourself and the worker(s) concerned.
- A written response detailing the outcome will be sent to you within 10 working days.
- If you are not satisfied with the outcome you can take the matter forward to the Chief Executive Officer of DVIP.
- This must be put in writing within five working days.
- A written response will be sent to you within five working days.

Step Three

- If you still remain unhappy with the outcome you can take the matter up with the Chair of the Management Committee.
- All previous correspondence will be forwarded to the Chair.
- You should detail why you are unhappy with the outcome or the process to date.
- At this point you may also wish to nominate someone who will act as a support for you in the continuing process.
- The Chair might wish to ask the worker(s) involved to answer further questions.
- It is the role of the Management Committee to ensure that DVIP's policy and staff follow practice guidelines.
- The Chair of the Management Committee will assess all the evidence and respond in writing to you.
- If you remain dissatisfied with this outcome, a meeting will be arranged where all sides can put their case. You will be able to have someone at this meeting to assist you.
- The Chair of the Management Committee will have the final decision as to what further action if any will be taken and you will be informed in writing of their decision.
- All responses will take into account DVIP's confidentiality procedure.

Step Four

If you remain unhappy and believe that DVIP has acted unethically or outside of the national minimum standards for work in this area set by RESPECT and the National Association of Child Contact Centres then you have recourse to the following National Associations. DVIP is accredited with both these organisations.

Respect
PO Box 34434
London W6 0YS
Tel: 020 8563 8580

National Association of Child Contact Centres
1 Heritage Mews,
High Pavement
NG1 1HN
Tel: 0845 4500 280

