



Client Feedback (Complaints and Compliments) Policy and Procedures

Date of Last Review:	09.01.2024
Review Completed by:	Stephen Foster (COO)
Date Signed off by Trustees:	22.01.2024
Signed off by:	Alison Orman (Chair of Trustees)
Next review due on:	22.01.2025



Introduction

ICN will treat as a complaint any expression of dissatisfaction with the service that it provides.

ICN will treat as a compliment any expression of satisfaction with the service that it provides.

ICN aim to constantly make efforts to improve its service. As such, feedback on its services, both positive and negative, will be seriously evaluated and considered in achieving this.

All ICN staff, volunteers and clients must operate within this policy and procedures.

Procedures

The service leaflet outlines the procedure for clients who want to give feedback in the form of a complaint, suggestion or compliment.

Making a Complaint

Internal feedback: An individual who receives ICN support may give feedback in form of a complaint to the member of staff working with or supporting the client or if the complaint or compliment is regarding this person, this should be made to that staff members manager or another ICN manager if required. The feedback must be made either in person with, if necessary, an accompanying interpreter provided by ICN, or in writing. Complaints in writing must be made by completing the ICN complaints form (See Appendix 1) and sending it to the ICN office, 200 Holdenhurst road, Bournemouth, Dorset, BH8 8AS addressed to the relevant manager or via e mail to the relevant manager's e mail address. Complaint forms are found digitally on the International Care Network drive and can only be accessed by an ICN member of staff. If clients wish to complete the form themselves without staff then the ICN member of staff should either give them the relevant managers e mail address for them to send it to or tell them the manager's name to write on the envelope before sending it to the ICN office. The complaint form will detail the process, timeframes and appeal mechanism.

Complaints may also be made through a third party, whether individual or organisational. However ICN will only consider such feedback received through a third party if there is a valid reason for the client not to give the complaint to ICN directly

For in person verbal complaints, staff should listen carefully to what clients say and follow these procedures.

External feedback: Clients may give feedback about ICN to other relevant organisations:

UASC and UASC 18-24: BCP ART Brokerage Team: 01202 123876 or artbrokerage@bcpcouncil.gov.uk. Alternatively they can contact their Social Worker or Personal Advisor



or Duty Team. BCP CIC Duty (UASC U18): 01202 118555 or 128885, Dorset (UASC U18): 01202868224 or BCP CEYP Duty (UASC 18-24): 01202118500, Dorset (UASC 18-24): 01305221016.

Adults: Resettlement Scheme Families: Resettlement@bcpcouncil.gov.uk.
Other adult asylum seeker and refugees: BCP Adult Social Care: 01202 123654.

Immigration: Office of the Immigration Services Commissioner, 5th Floor, Counting House, 53 Tooley St, London SE1 2QN. Tel: 020 7211 1500 or E mail: info@oisc.gov.uk.

Criminal matters: Dorset Police, 01202 222222 or via the Dorset Police website, [Home | Dorset Police](#).

Receiving feedback

When being told a complaint by a client in person, the ICN member of staff receiving the complaint should complete the ICN complaint form with them. Staff should bear in mind that a client's genuine cause for complaint may sometimes arise through language or cross-cultural misunderstandings.

Minor complaints: If the complaint may be remedied easily by apology and explanation then the staff member should seek to do this.

Serious complaints: The member of staff concerned should report the complaint to their manager immediately, and send them the completed complaints form, who should then follow the response procedures outlined below.

Confidentiality: The client should be told that the complaint will be treated in confidence, and be assured that the fact of their raising an issue will in no manner affect the proper, professional and friendly way in which we seek to work with them. Confidentiality must be strictly maintained and only those within ICN who are directly involved will be told and have access to their completed complaints form.

Recording: Serious complaints must be put in writing immediately via the ICN complaints form, signed and dated by the complainant and the manager. The manager or, if more appropriate the Chief Executive Officer (CEO), should arrange a meeting with the complainant and, if the complaint is of a serious nature, an ICN trustee. The complainant may be accompanied to this meeting by a friend. If there are language or literacy difficulties, then the individual should be offered help to write the complaint down by an ICN member of staff using a suitable interpreter if necessary and for there to be a suitable interpreter either face to face or on the phone for the meeting. The complainant should be offered a copy of the completed complaints form and the original should be kept in the Feedback, Complaints folder, which is in the Managers folder on Office 365.

Insurance: If the complaint raises the possibility of ICN's insurance being affected, the insurance company should be informed immediately by the CEO.

Illegality: If the complaint raises issues of a criminal nature, the matter should be put into the hands of the relevant authorities immediately.



Asylum Seekers: In the case of a serious complaint made by a UASC or a refugee(s) on the government resettlement scheme under ICN support, their supporting local authority council should be informed of the complaint.

Managers should then update the Feedback log with the basic details of the complaint.

Responding to a complaint

Any complaint that is not immediately remedied must be investigated by the manager concerned and if appropriate, the CEO. If the complaint is of a very serious nature, or is about the manager or CEO, then it should be investigated by a trustee. All measures should be taken to ensure that the person making the investigation into the complaint can take a fair, impartial view of the complaint and that the point of view of each person involved can be taken into account.

The complainant should be notified of who will be dealing with the complaint (the investigating officer) and the time it should take to respond to their complaint.

A written response should be provided within 10 working days. This should be sent to the complainant and read out to them, where necessary using a suitable interpreter.

All complaints will be dealt with as quickly as is possible. However, if information is required from another organisation, authority or person, or if the matter is to be dealt with by someone outside of ICN, the matter may take longer to resolve. In the event of a delay in the response, the complainant should be notified and a reason given for the delay.

The response should clearly state the nature of the complaint, the facts that have been found, the response of ICN under those facts and the reasons for the response. In the event of a remedy being required, the response should clearly state the action that will be taken and the purpose of that action. If an apology and/or compensation is appropriate, it should be given. The response document should be signed and dated by the investigating officer and kept in the Complaints Folder. Also, if appropriate, feedback should be requested from the person who made the complaint to ascertain that the remedy has been successful.

Appeals

If the complainant is dissatisfied with the response of ICN to their complaint and wishes to appeal against its decision, the matter will be referred to the board of trustees who meet. They will reconsider the matter at their next meeting.

Compliments and suggestions

The member of staff concerned or the person being told about the compliment should thank the client, write down all the details of the feedback and e mail it to their manager. The manager should then add this to the Compliments Log tab, in the Feedback Log, completing all sections. Any gifts received should be told to the relevant manager and if possible shared amongst staff, or donated to ICN if a monetary gift. The manager should then note this in the in the Gifts Log tab in the Feedback Log.

Use of Feedback

A summary of the feedback received will be made quarterly and will include:



- Number of complaints and compliments made
- Subjects
- Times taken to respond
- Service User’s satisfaction with the responses
- Lessons learned and service improvements made as a result of the feedback.

Annual Review

The Trustees Board will formally review all complaints and positive feedback once a year. The CEO will present a report and the Board will look for any patterns and identify any remedial action required.

Appendix 1

**International Care Network
Complaint form**

Send the completed and signed form to the relevant manager via e mail. The e mail address will be given to you by an ICN member of staff.

If your complaint cannot be immediately dealt with then you will receive a written response within 10 working days of this form being completed by the relevant manager.

Please delete or cross through options as appropriate.

Mr/Ms/Mrs/Miss or Other: <i>(please insert)</i>	
First name of complainant:	
Surname of complainant:	
Address of complainant:	
Postcode:	
E mail address:	
Phone Number:	

Your special requirements: If anything makes it difficult for you to use our service, for example if English is not your first language or you have a disability, please use the space below to tell us how we might help you.

What is the nature of your complaint?

Have you made a compliant of this nature before?

Yes/No

If you know, please say when you made the compliant.

What do you think ICN did wrong?

How has this affected you?

What do you think ICN should do to put things right?

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It will help us deal quickly with your complaint if you send us copies of any letters or documents about it. Please say if you would like them returned when we have finished looking at your case.

Yes/No

Complainant signature:

Date:

Staff Member Name who completed form with Complainant (If applicable):

For ICN Manager to Complete:

Reference No: (To match Complaint log)

Acknowledgement Sent:

Action Taken:

Manager Name and Title:	
Manager Signature:	
Date:	