

**Complaints Procedure**

**The Aim of Our Service**

Our service aims to provide a non-discriminatory, respectful and professional attitude towards our service users at all times and this extends to any individual coming into contact with the service. Our professionals are trained to consider the importance of attending positively to cultural, religious, language, gender, sexuality, disability, age and communication needs.

We recognise that support is often required when families are at their most vulnerable and our professionals are trained to take this vulnerability into consideration. Every effort will be made to put those working with us at their ease and they will be given re-assurance on the process and progress at all times.

We also value feedback from our Service Users - both positive and negative.

Feedback is considered at all times as very important to our practice.

**How Will We Take Care of Service Users Who Have a Complaint?**

All service users should be provided with a copy of our complaints procedure.

In the case of difficulties, anxieties or direct complaints that cannot be adequately addressed directly with the BOUNCE! member/volunteer involved, the service user can contact the BOUNCE! Director or a designated Trustee, who will listen carefully to the complainant in order to fully understand the problem. A full record of the complaint will be made at this time.

Making a complaint will not prejudice your work with us but it may, on occasion, be appropriate to appoint an alternative service for you if the complaint remains outstanding.

**There are a variety of ways in which we can deal with complaints as follows:**

1. Our first aim is always to fully understand the situation that is being described by the service user.
2. We may be able to find resolution to the problem or complaint by discussion with both Service user and our organisation.
3. If this does not apply we will seek intervention by a Third Party who will be chosen for skills in resolving complaints and who is able to offer support to the complainant. This person may wish to assist the complainant to take the matter forward to the reporter’s professional body. We will bear the cost of appointing a third party and the complainant will be involved in the appointment of such a party.
4. In the case of a serious problem arising or conflict occurring with one or our professionals, an alternative professional could be put in their place.
5. If a serious allegation or complaint is made with regard to the professional misconduct of the professional their professional body will become involved with the complaint. In most cases this would be The British Association of Counselling and Psychotherapy (BACP) or the United Kingdom Council for Psychotherapy (UKCP).

**The Time Frame**

All complaints will be taken seriously and acted on immediately.

We would always seek to resolve complaints effectively and as soon as possible. Service Users can expect the following response:

**Initial call to BOUNCE! Director / Trustee**

We would expect to investigate the issue on behalf of the Complainant and make a return call to the Complainant within 48 hours with more details of the situation. The BOUNCE! Director is Hayley Graham, contacted on 07807085791 ([bounce.ccp@gmail.com](about:blank)). The alternative Trustee contact for complaints Jo Bowen on 07834045516.

We would expect to meet with the Complainant within 5 days of the initial call in order to put solutions in place for the complainant and consider plans for moving forward.

We would put these thoughts in writing to the Service User with copies to relevant parties within 5 days of the meeting.

If the trustees think it is necessary, the complaint can be referred to a third party, independent of BOUNCE! for dispute resolution. Such a person would be enlisted within five days of meeting the Complainant for initial discussion.

All matters of serious professional misconduct will be reported to the relevant professional body who will take the matter up. In the case of proven abuse of vulnerable adults a referral will be made to the POVA list.

You may like to be aware of your Local Authority Safeguarding Designated Officer (LADO) if you need to talk to someone outside of our organisation on a matter relating to Safeguarding.

**L.A.D.O. In Devon.**

**Exeter (01392) 384964 or email:** [**ladosecure-mailbox@devon.gov.uk**](about:blank)

**You may also call the above number just to seek advice from a Duty LADO**

***Alternatively please fill out the online referral form –***

***See more at: (***[***www.devon.gov.uk***](about:blank)***)***

**Or you can go to MASH**

**Multi-Agency Safeguarding Hub.**

**This includes police. 0884 880 3563**

**You may also contact BACP or UKCP**

**Email:** [bacp@bacp.co.uk](about:blank)**Telephone:** 01455 883300  
**Twitter:** [@BACP](about:blank)  
**Mail:** BACP, 15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB, United Kingdom

UK Council for Psychotherapy

2 America Square, London, EC3N 2LU

**Tel**: 020 7014 9955

**Email**: [info@ukcp.org.uk](about:blank)