



## Complaints Policy

At Moor Time we constantly seek to improve what we do and we therefore value comments and suggestions that can help us improve our levels of service. We have a range of processes in place for feeding back the views of our customers, but recognise that on occasion we might not meet expectations and we therefore also value any complaints we may receive.

Moor Time Complaints Policy, sets out how we address complaints. It is anticipated that most complaints will be dealt with through informal channels but if you feel that it is necessary to pursue a complaint formally, you can be assured that it will be treated seriously and that we will deal with any complaint promptly and fairly.

### How do you complain?

The most effective way to resolve a problem is to deal with it straight away, and so in most instances the best course of action is to speak to a member of staff. If you prefer to submit details of a complaint in writing, you can email or write to us.

Please provide as much information as possible about what you feel has gone wrong, giving your name and contact details.

### Getting help to make a complaint

We recognise that you might be reluctant or unable to make a complaint yourself, and we can accept complaints on your behalf from a friend, relative or guardian, providing you have given your consent for them to complain for you.

### What could you complain about?

- Moor Times admissions process
- A request for information to which you have had no response
- Moor Time policies
- Failure to provide a particular service

- Inadequate level of service
- Wrong information
- Quality and availability of resources
- Accessibility of services
- Behaviour or conduct of our young people
- Behaviour or conduct of a member of staff
- Treatment by or attitude of a member of staff
- Moor Time's failure to follow correct procedures

### What can't you complain about?

There are some things that cannot be addressed through our Complaints Procedure.

These include:

- A disagreement with a decision where there is a right of appeal in place
- A disagreement with an assessment judgement
- A claim for compensation from Moor Time
- Any issue that is being heard in court or has already been heard by a court or tribunal
- A grievance by a member of staff
- The re-opening of a complaint on which we have earlier reached a final decision
- A request for information under the Data Protection Act or the Freedom of Information Act

### How long do you have to make a complaint?

Complaints should be made as soon as possible following the event, action or issue causing dissatisfaction.

### Complaints in general

We aim to balance the rights of the complainant with the rights of any person about whom a complaint is made, treating all parties with fairness and dignity. A complainant should not suffer any reprisals for making a complaint in good faith.

### Expectations

Moor Time will:

- Listen and take note of the complaint and respond within a stated period of time
- Deal with the complaint reasonably and sensitively
- Take follow up action where appropriate
- Welcome issues being brought to its attention to prevent a possible recurrence of the problem
- Provide feedback to complainants

The complainant will be expected to:

- Explain the problem clearly and fully, including any action taken to date
- Allow Moor Time reasonable time to deal with the matter

- Recognise that some circumstances may be beyond Moor Time's control

### Confidentiality

If you wish specific information within a complaint to be kept confidential, this should be made clear to the person to whom the complaint is addressed. Complainants should understand that in some circumstances it may be difficult for requests for confidentiality to be respected, for example where the complaint relates to a possible criminal offense or potential gross misconduct. Additionally, in some circumstances a request for confidentiality might make it difficult for Moor Time to investigate or resolve a complaint.

### Anonymous Complaints

On occasion it might be difficult for someone to make a complaint eg if they feel threatened or feel that it might result in some form of reprisal. Moor Time aims to deal with all complaints in strict confidence and it is the individual's right to complain if they are dissatisfied with the standard of service received. Anonymous complaints will be investigated but if Moor Time is not provided with the complainants contact details we will not be able to request additional information or provide feedback on the outcome.

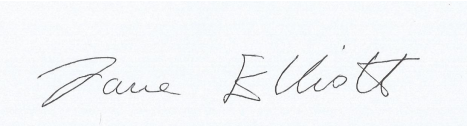
### Safeguarding Children and Vulnerable Adults

It may be that a complaint relates to the possible physical, sexual or emotional abuse or neglect of someone under the age of 18 or someone who is deemed a vulnerable adult. In such circumstances, Moor Time has a legal obligation to report cases of suspected abuse or cases of someone being at risk of abuse. Complaints or disclosures of this nature may not remain confidential as those at risk will require protection.

Please contact the Moor Time Manager in the first instance if you wish to discuss this type of incident.

### Aggressive or Abusive Complaints

We recognise that people might be angry and upset when making a complaint, and possibly act out of character. However, Moor Time will not tolerate aggressive behaviour, bad language, racist, sexist or any discriminatory comments. The Manager will inform aggressive complainants that their language or behaviour is considered to be unacceptable. In particular, threats or use of physical violence may be reported to the police.

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Signature 	
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