



How We Respond to Feedback and Complaints

Policy Statement

The purpose of this policy and the procedures for responding to feedback who use our services is to improve what we do and to maintain and build relationships with our audience and those who choose to take up our services.

Our aim is to provide a professional supportive service and find out if things go wrong so we can fix them (on the spot, if we can) and prevent things going wrong in the future.

Our aim is to be transparent in our dealings with you and listen to your feedback so we can constantly shape our services to your needs. To that end all our policies are regularly reviewed.

This policy covers:

- Feedback from individuals, groups and communities, members, supporters, partners, organisations and the wider public.

What is a complaint and what is a comment?

All feedback will be treated with courtesy and respect and handled with sensitivity. We also promise to respond in a timely manner*.

Any response will be on a need-to-know basis and will follow any relevant data protection requirements.

HCA expects people who provide feedback to do so fairly and appropriately.

We also receive many comments, suggestions, as well as expressions of satisfaction or dissatisfaction. We believe these are opportunities for us as a business to learn and better serve those who use our services.

However, while we will normally respond to comments, the response is not part of a formal process.

A complaint is a formal claim that HCA has failed to meet our code of practice law or regulation.

A complaint is requiring an investigation, and a formal response goes on record. It is also an opportunity for us as a business to learn.

Any concerns regarding the behaviour of counselling tutor volunteers will also be treated as a complaint.

Since investigating a complaint makes use of HCA limited resources, we expect the person making the complaint to:

- Provide sufficient information for us to be able to understand the complaint, what happened and how it may be resolved, being clear as to the nature of the complaint
- Provide sufficient information for us to be able to understand the complaint, its cause, and how it may be resolved, we need to clear of the nature of the complaint
- Be willing to be contacted and engage in the complaints process if necessary
- Understand that making a complaint triggers a more formal process than a comment
- Feedback provided anonymously will be taken into account and used as an opportunity to learn: we cannot respond to anonymous feedback. ^[L]_[SEP]We may choose not to respond to feedback that:
 - - Is abusive, prejudiced or offensive
 - Harasses a team member
 - Seeks to bypass stages in the complaints procedure
 - Is repeatedly stated in a manner not conducive to resolution
 - Concerns something that HCA has no direct connection to - We may choose to respond to clear our name but we are not obliged to.
 - Is incoherent or illegible

- Has clearly been sent to HCA and other organizations as part of a bulk communication - In this event we will choose whether or not it is necessary to reply.
- External organisations and certain regulatory bodies, including the Information Commissioner's Office, and the Telephone Preference Service have defined time scale for responding.
- Unreasonably pursues a complaint that we have already responded to or pursues a line of enquiry to the point it becomes vexatious.
- Escalation points in our complaints procedure are provided. If we choose not to reply again, we will inform you of this decision.

How you can contact us

You can speak to the founder Georgia Hibberd directly by calling 07539 069766. Please note this phone number is not a help line and you may need to leave a message that we will respond to.

Responses to any telephone communication is within the business hours of Monday to Saturday 9:30am to 5pm. (Please note that this does not include UK Bank Holidays.)

You can email us at happychildagency@gmail.com

You will need to provide your name, address and contact telephone number if you email or write to us so that we can get in touch with you easily.

We will normally respond to you by the method you use to contact us, so that we can bring a speedy resolution to your complaint.

When contacting us, please feel free to feedback how the matter can be resolved. Your feedback is very helpful to us.

We also listen hard to comments made in our social media platforms. We may contact individuals directly as a result.

Sometimes we will give feedback in person. We aim to resolve the issue as fast as possible. However, we realise this is not always possible.

How we respond

We treat feedback with courtesy and respect and will when receiving it:

- Listen carefully
- Note the facts

- Note the person's contact details and check that these are recorded correctly
- Note any requested actions
- Inform the person providing the feedback of our policy and where it is located on our website
- Respond within 5 working days (Where practical, please see our statement on working with external organisations. We will inform you if this is the case.)
- If appropriate, ask you to send a written account by post or email written in your own words.

What we aim to do

We are interested in your feedback and will work hard to fix the problem, wherever possible your complaint should be resolved by the person responsible. However, we acknowledge that this may not always be possible in which case it may be handled by another member of our team.

We promise to keep a record of the complaint in order to:

- Monitor the progress of the complaint
- Provide you with evidence that the complaint was considered, and inform you of the outcome
- Identify recurring themes or trends
- Compile reports, if necessary for the data protection regulator