



Complaints Procedure

At C4F CIC Child Contact Centre, we are committed to providing a supportive, high-quality service for children and families. This complaints policy sets out how concerns can be raised and ensures they are handled fairly, transparently, and efficiently.

We recognise that, on occasion, concerns may arise. Wherever possible, we encourage these to be raised informally as many issues can be resolved quickly through discussion with a member of the team. We take all concerns seriously and aim to address them promptly.

Your feedback is important to us and helps us improve our services. If you are not comfortable speaking with a particular team member, you can request to speak with an alternative member of staff, the Manager, or the Director by contacting info@C4F.co.uk.

If your concern cannot be resolved informally, or you remain dissatisfied, please refer to the sections below to confirm whether your concern falls within the scope of this procedure and how to submit a formal complaint.

1. What You Can Complain About

You may raise a complaint about any aspect of the service provided by C4F CIC Child Contact Centre, including:

- **Service Delivery** – Concerns about the quality, timeliness, suitability, or consistency of the services provided.
- **Staff Conduct** – The behaviour, professionalism, communication, or decision-making of staff or volunteers.
- **Policies and Procedures** – The fairness, clarity, or application of C4F CIC Child Contact Centre's policies and procedures.
- **Facilities and Environment** – The safety, cleanliness, or overall suitability of the premises and environment in which services are delivered.

2. What You Cannot Complain About

The following matters fall outside the scope of C4F CIC Child Contact Centre's complaints procedure:

- **Court Orders** – Matters relating to, or seeking to challenge, court decisions or legal arrangements. These must be addressed through the appropriate legal channels.
- **Third-Party Decisions** – Decisions made by external organisations such as courts, Cafcass, social services, or legal representatives.
- **Parent Information Exchange** – Information we are required to share between parents as part of our role.



- **Complaints About Other Clients** – Issues relating to the behaviour or conduct of another client, unless this has had a direct and demonstrable impact on you or your child.
- **Matters Outside Our Remit** – Issues which do not relate directly to services provided by C4F CIC Child Contact Centre.
- **Unsubstantiated Allegations** – Complaints that cannot reasonably be supported by evidence or are based solely on hearsay.
- **Repeated Complaints** – Concerns that have already been fully investigated and concluded, where no new information is provided.
- **Malicious or Bad Faith Complaints** – Complaints that are made in bad faith, with intent to mislead, or to cause harm.

3. How to Make a formal complaint

To make a complaint, you need to complete a Complaint Form which can be found on our Website C4F.CO.UK.

Please note that complaints submitted at Stage one must clearly state the remedy, resolution, or outcome that you would like C4F CIC Child Contact Centre to consider.

Formal Complaint process

4. Stage One

We will acknowledge receipt of your complaint within 7 calendar days.

A senior member of the C4F CIC Child Contact Centre team will review your complaint to confirm that it falls within the scope of this procedure.

Where appropriate, a fair and proportionate investigation will be undertaken. This may include:

- Speaking with those involved
- Reviewing relevant records
- Gathering additional information as required

We aim to provide a written response within 28 calendar days of C4F acknowledging your complaint.

- Findings and conclusions
- Any actions to be taken
- Any learning identified
- Information on how to escalate the complaint to Stage Two should you remain dissatisfied with the outcome.





If additional time is required to complete the investigation, you will be informed of the reasons for the delay and provided with an updated timescale for a response.

5. Stage Two –Review Panel

If you remain dissatisfied with the Stage One outcome, you may request a Stage Two review.

Requests for escalation must be submitted within 7 calendar days of receiving the Stage One outcome.

Requests should be sent to Kim@C4F.co.uk

You should clearly explain why you remain dissatisfied.

Please note that complaints submitted at Stage Two must clearly state the remedy, resolution, or outcome that you would like C4F CIC Child Contact Centre to consider.

Receipt of your request will be acknowledged within 7 calendar days.

Stage Two is a review of the process and outcome of Stage One the Panel will consider:

- Whether the complaints procedure was followed correctly
- Whether the investigation was reasonable and proportionate
- Whether the conclusions were supported by the available information
- Whether the outcome was fair
- Whether C4F CIC Child Contact Centre accreditation standards were met

Review Process

The Review Panel will consist of:

- A senior supervisor
- ISW Independent social worker

Panel members will have had no prior involvement in Stage One. The Panel may:

- Review relevant documentation
- Seek clarification from staff
- Request additional written information from the complainant

A further meeting is not usually required but may be offered where it would assist in reaching a fair outcome.

A written outcome will normally be provided within 28 calendar days of acknowledgement. If delays occur, you will be informed and given an updated timeframe.

The outcome will include:





- The Panel's decision
- Reasons for the decision
- Any actions to be taken
- Any learning identified

Final Decision

The Stage Two outcome represents the final stage of the formal complaints process. No further internal appeal is available.

6. Next Steps

If you remain dissatisfied after Stage Two, you may wish to pursue the matter through alternative routes.

You may contact the organisation that made the referral to the service (for example, Cafcass, FPAS, the Family Court Welfare Service, Local Authorities, or the Court). Depending on the nature of your concerns, you may also consider contacting the LADO, the Information Commissioner's Office (ICO), or seeking independent legal advice.

If you believe the Centre has not followed its complaints procedure correctly, you may refer the matter to the National Association of Child Contact Centres (NACCC) after completing Stage Two.

NACCC will not reinvestigate the substance of the complaint or overturn decisions made by the Centre. Its role is limited to reviewing whether the complaints procedure has been followed appropriately.

Further information on NACCC's role can be found [here](#).

7. When Complaints Will Not Be Investigated

We reserve the right to decline, close, or discontinue the investigation of a complaint in the following circumstances:

- The complaint falls outside the scope of this procedure, as outlined in Section 2.
- The complaint cannot be reasonably substantiated due to insufficient evidence.
- The complainant refuses to engage with or cooperate in the complaints process.
- The complaint is considered vexatious, malicious, or made in bad faith.
- The matter has already been fully investigated and concluded, and no new relevant information has been provided.

In such cases, a decision will be made to close the complaint without investigation / further investigation. The complainant will be notified in writing, with a clear explanation of the reasons for this decision.





Where appropriate, signposting to alternative routes or relevant organisations may be provided.

8. Confidentiality

All complaints will be handled in strict confidence and in accordance with our data protection policies and applicable legal requirements.

Information will only be shared where necessary to investigate and resolve the complaint, and always on a need-to-know basis. All records will be stored securely and managed in line with relevant data protection legislation.

9. Monitoring and Improvement

We are committed to continuous improvement and regularly review complaints to identify trends, learning opportunities, and areas for service development.

Feedback received through the complaints process plays an important role in helping us strengthen our practices, enhance service quality, and maintain a safe and supportive environment for children and families.

10. Variations to the Complaints Policy and Procedure

C4F CIC Child Contact Centre reserves the right to amend this policy and, where necessary, to vary the application of this procedure to ensure a fair, proportionate, and effective response in individual cases.

Any significant changes to this policy will be communicated appropriately. Where a variation is applied to a specific complaint, this will be clearly explained to the complainant.

Director Signature:

Date: 10/06/26

Review Date: 10/06/27

