



Unique Voice CIC
St Bonaventure's Business Centre
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Complaints Procedure

Policy Aims

Unique Voice aims to provide a high-quality, efficient and accessible service to all our stakeholders: clients, partners, parents/carers and children. At regular intervals, the management and staff meet to discuss and review the daily running of our projects, as well as possible improvements to the services offered. Whilst we aim to always meet or exceed the expectations of our stakeholders, from time to time a complaint may arise about some aspect of the services we offer and this policy sets out the procedure for dealing with the complaint positively to ensure improvements in performance and satisfaction. Usually, it should be possible to resolve any problems informally, as soon as they occur.

The Unique Voice Complaints Procedure is applicable to all stakeholders and any investigation of complaints will be carried out fairly and without discrimination. If a criminal act may have been committed, Unique Voice Directors will refer the matter to the police. Any personal details held or gathered during the investigation of a complaint will be treated in accordance with the Unique Voice GDPR policy. Should a complaint raise issues regarding child protection issues, the investigation will be carried out in conjunction with our Safeguarding and Child Protection Policy.

Stage One

Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we can do nothing to resolve them. A straightforward informal discussion with the Setting Manager may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below in stages two and three.

Stage Two

Any stage two complaints should be made to the Programme Manager; their name and telephone number can be obtained by contacting the Unique Voice Head Office, using the details at the top of the page or from the setting worker. You do not have to discuss the complaint with either the office staff or the setting worker if you do not wish to.



Contact the Project Manager and voice your complaint. Details of your complaint will be recorded on the company Complaint Form. They may deal with the complaint directly or call a meeting with other members of management and yourself, to discuss the complaint in detail. If a meeting is called, the management will investigate the complaint within 10 working days and the nature of the complaint will be discussed with any named parties. If the complaint involves another parent/child/staff member they may be asked to attend the meeting as well, to answer appropriate questions. Any witness to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be made.

Stage Three

If the two previous stages have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the Company Directors at the address at the top of this document. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

A decision maker will respond to acknowledge receipt of the complaint as soon as possible - (within three working days). The response will offer guidance regarding timelines for investigation and resolution appropriate to the complaint. We aim to fully investigate any complaint within 10 working days; however, if there is any delay, we will advise you of this and offer an explanation. The Company Directors will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

The Company Directors will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The Company Directors will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Corrective Action

Following initial investigation, the Company Directors will meet to establish the root cause. A corrective action plan will be completed and diarised for review within an initial period of 30 days of the complaint being made, and if deemed appropriate, at relevant periods thereafter to ensure corrective action has been implemented.



Recording your complaint

The record of complaints will be kept for a minimum of 3 years from the date of completion. All data is stored in line with the Unique Voice GDPR policy.

MONITORING & REVIEW			
Published Date / Date for next review	Review details	Signature	Date review completed
June 2021	Re-issued	K Keeley - Director	
June 2022	Reviewed no changes	K Keeley - Director	
December 2023	Reviewed no changes	K Keeley - Director	12.12.2023
December 2024	Reviewed no changes	M.Taylor - Business Manager	05.12.2024
December 2025			