



The Coroners' Courts Support Service

Complaints, Concerns and Feedback Policy



Introduction

The Coroners' Courts Support Service (CCSS) is committed to providing a good standard of quality services to the public, other agencies and organisations. CCSS:

- will take seriously any concern or complaint and will look into it promptly, for resolution as quickly as possible
- recognises that all service users, agencies and organisations - have the right to raise concerns or complaints about our services - have access to clear information on how to voice complaints and concerns
- will keep a register of all complaints, which will be reviewed regularly through our ISO9001 quality assurance process and by the Board of Trustees
- staff, volunteers and the Board of Trustees are required to read, understand and comply with this policy and its procedures
- are committed to enabling those that come into contact with our helpline and volunteer support services, the opportunity to easily voice their views and opinions about our organisation and the services we facilitate
- acknowledge if we have made a mistake; we want to know about it so that we can put things right and avoid the same mistake happening again
- welcome feedback and suggestions on how we can improve our services.

Our complaints procedure sets out how to take up matters that someone thinks is unsatisfactory about the service they have received from the CCSS.

Scope

This procedure is designed to provide a means to resolve any dispute which may arise between someone wishing to make a complaint and the CCSS. It does not address complaints made by staff and volunteers (dealt with through grievance or problem-solving procedures), nor job applicants (recruitment procedures).

Procedure

Stage 1 – Making the Complaint

Complaints should be made in writing to info@ccsupport.org.uk. Complaints will be acknowledged within 48 hours of receiving it and we aim to deal with it within seven working days. Complainants might be invited to speak to the designated member of staff to discuss the complaint. This can be done in person, by phone or in writing, whichever is appropriate.

Stage 2 – Investigating the Complaint

If the complaint involves a person working/volunteering for the CCSS in any capacity, the opportunity should be offered for that person to put forward their account, either by written statement or by presentation to the designated staff member. This should be done within seven working days of being advised of the complaint. The designated staff member investigating the complaint will also speak with any others involved.

In accordance with our ISO9001 quality assurance, the CCSS will record complaints on the complaint form and log any internal investigations on the customer complaint summary.

Stage 3 – Letter of Explanation and/or Actions Taken

The CCSS designated staff member will write a formal response to the complainant. This will include information gleaned from the member of staff and others. It will outline what they have found and what actions will be taken.

Stage 4 – CCSS Director

If the complainant is not satisfied with the response, the Director of The Coroners' Courts Support Service will consider the complaint. The Director will acknowledge the complaint within 48 hours of receiving the complaint, review it and respond within seven working days. If the complainant is unhappy with the Director's decision, the complaint can be raised with the Board of Trustees. We will explain how to do this.

Stage 5 – Board of Trustees

Where the matter is not resolved at Stage 4, the Director will refer the complaint to the CCSS Board of Trustees. This should be done within five working days of the Director being informed that the complaint is to be escalated. The chair, acting on behalf of the Board, will review the complaint and will write to the individual outlining what further action (if appropriate) will be taken.

Stage 6 – External Organisations

If an individual is still not satisfied with the outcome of their complaint, the individual can take their complaint to an applicable external organisation:

[The Charity Commission](#)

[The Fundraising Regulator](#)

[The Information Commissioner's Office](#)

Recording & Monitoring Complaints

All complaints, including those which were resolved verbally without being put in writing, will be recorded on the CCSS record of complaint form and customer complaints summary form and kept on file for two years. These records will be treated in compliance with the [CCSS Privacy Notice](#).

Corrective Action Summary

A corrective action report which is a document used within our ISO9001 quality assurance system will be completed detailing the nature of the complaint or non-conformance, the investigation undertaken, and the corrective actions taken within the organisation and with partners will be completed. A report on any complaints (and resulting corrective actions) will be presented to the Board of Trustees on a quarterly basis.

Complaints and service concerns are agenda items on the staff team meeting and are discussed with the team to ensure that lessons are learnt across the team and that internal actions are followed up.

Data Protection & Confidentiality

Where possible a complainant's wish for confidentiality will be respected. However, this may not always be possible if the complaint is to be dealt with adequately. For example, if the complainant does not wish to reveal their name or the name of the person they are complaining about, it will be difficult to investigate some types of complaints.

If the complaint involves issues that will affect other volunteers or staff members, it may not be possible to keep total confidentiality. However, in all cases, information shared will be strictly limited to that which is relevant to the complaints procedure and will only be shared with those involved in the investigation or to others to whom it is relevant. Information will not be shared without informing the complainant in advance.

Complaints will be kept for two years. After that the record will be destroyed.

Safeguarding

If a concern/complaint has been raised by, or about, a child or young person under 18 or an adult at risk, we take all necessary measures to ensure the safety of the individual, in line with our Safeguarding Policy.

Review

This policy will be reviewed on a yearly basis.