

Ward Andrews Complaints and Compliments Policy and Procedure

Policy Statement

Ward Andrews Ltd welcomes the feedback of service users, referrers and other agencies. We welcome this information in order to improve our service delivery.

It is helpful for us to know when things work well. Compliments may include feedback on individual pieces of work by our staff or on particular services we provide. It is best to tell the employee or contractor directly. It would be helpful if the line manager could also be informed so that this can be part of the review of our work with our staff.

Ward Andrews Ltd are always pleased to receive compliments and positive feedback however we recognise that there are times when feedback may not be positive.

We are aware that, along with other professionals, we work with families and individuals going through difficult periods of change and loss. Issues arising from separation, divorce, care proceedings or adoption, particularly when contact with a child is being considered, can produce strong feelings in adults and children. It is recognised that these can lead to significant differences of view and opinion between parents or carers and professionals.

Ward Andrews Ltd will seek to resolve issues raised in an objective and timely manner.

Aim

Our aim is to

- resolve all complaints quickly;
- be clear and open;
- deal with complaints effectively and fairly; and
- keep the person who made the complaint and the person complained about informed about what is happening.

Policy

In the first instance concerns should be addressed with the Contact Team prior to the making of a formal complaint. This is to be known as the first stage. (Contactus@wardandrews.co.uk)

In the second instance a formal complaint needs to be made to the complaints officer writing within 28 days of the incident leading to the complaint.

Please email Michelle@wardandrews.co.uk.

The complainer will receive a written acknowledgment within 7 days and notified of the outcome of the investigation within 28 days.

Where the incident involves a child protection matter it will be referred to the local social services agency and the referring agency for external investigation. If the

complaint is of a serious nature involving the directors of Ward Andrews Ltd an external agency will be engaged to conduct an independent inquiry.

If you are unsatisfied with the outcome of your complaint then this can be appealed and will be reviewed by the director and an independent social worker.

Reviewed October 2025