

# Aurora Foundation for People Abused in Childhood



## Complaints Procedure

### 1. Purpose and Scope

- 1.1 This procedure provides the framework under which Complaints from any source, relating to the Aurora Foundation for People Abused in Childhood ("Aurora"), its services or conduct by anyone acting on their behalf, will be managed.
- 1.2 It is intended to establish the facts quickly and to deal with any issues arising fairly and openly.

### 2. Procedure

#### 2.1 Informal Process

- 2.1.1 Difficulties can often be resolved by raising any issues at an early stage with the people concerned. Aurora encourages this approach.
- 2.1.2 However, if the Complainant feels this is not appropriate, or this route has been tried and resolution has not been achieved, the Complainant should advise the Aurora Chief Executive Officer (CEO) of their complaint either verbally or in writing.
- 2.1.3 If the complaint involves the CEO, the Complainant should address their concerns to The Chair of Trustees, who will make arrangements for a suitable nominee to carry out the investigation process.
- 2.1.4 If the CEO (or nominee) believes the complaint can be resolved simply and quickly, they will make the necessary enquires, determine the remedy and will advise those concerned of the actions put in place
- 2.1.5 If the CEO (or nominee) believes the complaint is of a more serious nature, or if the Complainant chooses to make the matter formal from the outset, or if the matter cannot be resolved at the informal level (e.g. the Complainant remains dissatisfied with the outcome at this level), the complaint will be dealt with under the Formal process (below).

#### 2.2 Formal Process

- 2.2.1 If they have not already done so, the Complainant will be asked to provide the basis of their complaint in writing, to the CEO.

- 2.2.2 If the complaint involves the CEO, the Complainant should address their concerns to The Chair of Trustees, who will make arrangements for a suitable nominee to carry out the investigation process.
- 2.2.3 The CEO (or nominee) will investigate the complaint, normally interviewing the Complainant and other relevant people within 5 working days of the complaint being received. If, in the case of a complex or serious complaint, more time is required, the Complainant will be advised.
- 2.2.4 If they wish, the Complainant may have another person with them during the interview process. Similarly, the person(s) about whom the complaint is made may also bring someone to their interview. In both cases the role of the accompanying person is purely for personal support. They may not participate in the interview discussion itself. The support person should be appropriate such as a friend, colleague, social worker, union or professional association representative. As this process is internal to Aurora, legal representation is not appropriate. Aurora will not make any contribution to any costs associated with bringing a supporter.
- 2.2.5 The CEO (or nominee) will review all the information obtained from the investigation, determine the action(s) to be taken and advise the people concerned, in writing.
- 2.2.6 If it is believed to be appropriate, Aurora may cease to use a service provider or volunteer for the duration of the investigation.
- 2.2.7 Aurora respects the confidentiality of all involved in this Complaints procedure and participants are expected to do likewise. Contractors and Volunteers are already committed to confidentiality within the terms of their Agreements. Clients and third party participants will be asked to sign a commitment to respect confidentiality of all parties prior to any investigation commencing. Any breach of confidentiality either by the parties directly involved or their supporters may render the complaint void or result in the cessation of service/engagement of the person concerned.
- 2.2.8 If it is believed to be appropriate, or as required by relevant codes of practice or the law, Aurora may inform any relevant external bodies, such as professional organisations or the police of the complaint. In this event the investigation and the associated responsibility to manage confidentiality, may be taken over by them. Those involved in the complaint may be advised of this referral if Aurora is permitted to do so by the authority taking over the investigation of the complaint.

### **2.3 Appeal**

If the Complainant or the person(s) complained about are dissatisfied with the outcome of the Formal Process, they may write to the Chair of Trustees. The Chair, with Trustees as appropriate, will consider this appeal and respond in writing. The decision of the Chair will be final.

### **3. Contact Details**

Jane Street (Chair of Trustees)      [jane@aurorafoundation.org.uk](mailto:jane@aurorafoundation.org.uk)

Nick Gauntlett (CEO)                      [info@aurorafoundation.org.uk](mailto:info@aurorafoundation.org.uk)