

Our Complaints Procedure - Interventions



About this leaflet

This leaflet sets our commitment to parents who are referred for an intervention and outlines how we handle any concerns that you may have about our services or staff.

Our Key Principles

We are committed to:

- Always having the safety of your child at the centre of our concerns.
- Making your time in assessment or intervention as helpful as possible to move your case forward.
- Listening to and acknowledging your views and experiences.
- Providing a realistic view as to whether our intervention is appropriate at the current time.
- Responding promptly and transparently to any concerns you may have about our interventions or associated assessments.
- Resolving any complaints effectively and efficiently.
- Learning from you to improve our services.



Our commitment to you and your child/ren

DVACT-PAI are instructed by family courts or local authorities to provide an intervention to address the risk that you or a partner/ex-partner may pose to your child.

If you engage with a suitability assessment or intervention, we promise to respectfully listen to and acknowledge your views and experiences. However, we will always prioritise the safety of your child, or children you may come into contact with.

If you are unhappy with an intervention or associated assessment the most appropriate way to address this is outlined in this leaflet.

What complaints we can consider

You can make a complaint about any expert or staff member who has been employed by DVACT-PAI to deliver a service, if you feel they have not acted according to our standards or procedures.

We are unable to deal with complaints about the actions of the local authority, social workers, solicitors, the family courts, the police, a current or ex-partner or anyone else involved in your case that is not employed by DVACT-PAI.

What to do if you have concerns

If you wish to raise concerns about your assessment or make a complaint you need to send this in writing by email to programmes@dvact.org

You should Include:

Your contact details
A clear description of the issue
Any relevant dates, times, and names
Any supporting documentation or evidence.



Our complaint handling procedure

Stage 1: Acknowledgment

We will acknowledge receipt of your complaint within 3 working days.
We will provide you with a copy of this procedure and our contact details.

Stage 2: Threshold

We will thoroughly investigate your complaint, gathering all relevant information, including speaking to relevant staff members, and we may contact you for further information or clarification. Confidentiality will be maintained throughout the investigation, unless the investigation leads us to believe there is a risk to you, children or others.

Should you make a complaint about a suitability assessment or suspension from a programme it is important to note that DVACT-PAI is a private company and reserves the right to refuse access to our interventions. The threshold will not be met if your complaint concerns an assessors decision that an intervention is not suitable at the present time or if your place should be suspended or withdrawn for any of the following reasons:

- They suspect that the intervention is being used for reasons other than genuine behaviour change
- There are indications that there will be substantial difficulties in delivering an intervention to you
- The intervention may adversely impact a victim or child/ren
- There are uncontained risks in the case
- The contract of participation has been breached.

If your complaint concerns a final assessment report we will be unable to uphold a complaint that relates to a disagreement about the assessor's independent expert opinion. In these cases you will need to discuss your objections with your solicitor and your disagreement of their opinion should be addressed within the court process.

Stage 3: Response

We will respond to your complaint within 10 working days of the investigation's completion.

Our response will include:

- A summary of the complaint
- The outcome of the investigation
- Any actions taken or to be taken
- An explanation of our decision.

Stage 4: Escalation

If you are dissatisfied with our response, you may escalate the complaint to the team clinical manager. We will provide you with the contact details of the higher authority and follow a similar procedure for the escalated complaint.

Stage 5: Further escalation

If you remain dissatisfied with our response you can contact our complaints officer and Director of DV-ACT Ltd Claire Verney. Claire can be reached at claireverney.pai@dvact.org

Learning and Improvement

We will review all complaints to identify areas for improvement and implement any necessary changes to our services and procedures.

This procedure will be reviewed regularly to ensure it remains effective and relevant.

Contact details

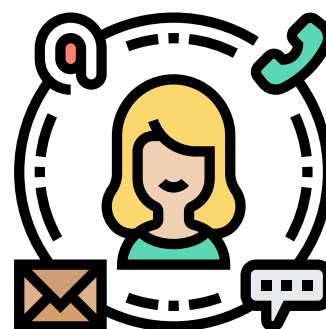
Assessments Team - info.pai@dvact.org

Interventions Team - programmes@dvact.org

Phone number - 0203 9678368

Registered Office Address:

71-75 Shelton Street
London, WC2 H9JQ



info.pai@dvact.org



0203 9678368



dvact.org/help