Feedback & Complaint Policy

South Yorkshire
Sexual Violence Partnership

South Yorkshire Sexual Violence Partnership (SYSVP) comprises of three specialist sexual violence partners in Barnsley, Doncaster and Rotherham, and is commissioned by the South Yorkshire Mayoral Combined Authority (SYMCA) to deliver the South Yorkshire Independent Sexual Violence Advocacy service.

Each partner employs Independent Sexual Violence Advocates (ISVA) to deliver advocacy, practical and emotional support to survivors of sexual violence and abuse.

As a partnership, we are committed to providing safe, professional and effective support to all survivors of sexual harm. We are continually looking at ways we might improve and, therefore, it is important that we hear from people who have experience of our service.

We actively encourage service users to give us informal feedback throughout their support and formally, by way of an evaluation questionnaire, when their support comes to an end.

This approach and our complaints procedure apply equally to stakeholders who may have feedback about their own, or shared clients', interaction with the service.

Dealing with problems informally

We recognise that many problems can be resolved quickly when they are communicated.

If you, as a service user or stakeholder, are unhappy with any aspect of our service we encourage that you discuss this directly with the worker involved, who will listen to the concerns and try to address them.

However, if you feel unable to do that, or you are not satisfied with the response you have received, the following procedure sets out how you are able to make a formal complaint.

Complaints Procedure

We aim to resolve any concerns at the earliest opportunity.
Any formal complaint will be considered by a service manager locally in the first instance; only if the issue is not resolved, or it relates to the wider ISVA service, will it be escalated outside of the local team.
Each local provider follows the same procedure, ensuring that all complaints are dealt with consistently.

All feedback and complaints are treated confidentially within SYSVP. However, we will report the nature of any formal complaint, whether the complaint was upheld, and any remedial

action, to our commissioning manager as part of our commitment to delivering a high quality and responsive service.

Below is the procedure, which sets out clearly the process for making a formal complaint and how we will respond:

- Details of any complaint should be outlined in writing to the local service provider by email or, if preferred, in a letter marked as Private & Confidential.
  If this is difficult for you, you can contact the local service by telephone and arrange a suitable time to discuss your complaint with a manager.

  The contact details for each service are:
  - Barnsley Sexual Abuse & Rape Crisis Services (BSARCS), P.O. Box 775, Barnsley, S70 9PL
    info@bsarcs.org / 01226 320140
  - Doncaster Rape & Sexual Abuse Counselling Service (DRASACS), Floor 2 Cussins House, 22 Wood Street, Doncaster, DN1 3LW
    admin@drasacs.org.uk / 01302 341572
  - Rotherham Abuse Advocacy and Counselling Service (ROTHACS), Units 10-12, Hope Centre, Grove Road, Rotherham, S60 2ER
    info@rothacs.org.uk / 01709 835482

- Your complaint will be acknowledged within 1 week of us having received it.
- In order to fully consider the complaint, the appropriate manager may contact you to discuss your experience. They will make appropriate enquiries before reaching a decision on whether the complaint is upheld, this may involve speaking with any staff member involved and/ or reading relevant records.
- We will respond to the complaint in a timely manner, the decision on whether the complaint is upheld, either partially or fully, will be notified to you no later than 4 weeks after the complaint was received.
- If, for any reason, this timeframe cannot be met (due to extenuating circumstances or the complexity of the complaint) then we will write to you to advise of the delay and the reason for it.

Escalation of a Complaint

- If you are unhappy with the decision or your complaint relates to a wider service delivery concern, you may escalate your concern, by email, to SYSVP's contract management team SYSVP@bsarcs.org
- The contract management team may consult with SYSVP's Trustees about the complaint, which might cause a delay in them responding (as our board meet quarterly).
  However, they will keep you informed of the progress of your complaint and may require further information from you to deal with the matter satisfactorily.

- When the contract management team have reached a final conclusion with regards to your complaint, this will be communicated to you in writing.

Although we strive to address any complaint satisfactorily, if you feel that your complaint has not been dealt with appropriately, or that we have not followed the correct procedure, you may escalate your complaint to an external body, such as our commissioners or governing body:

SYMCA Contract Manager – Kathryn.whittington@southyorkshireca.gov.uk

The Charity Commission - https://forms.charitycommission.gov.uk/Complaint/