## MY COACHING, MY FUTURE

## CLIENT and service provider COMPLAINTS

##### Policy

My Coaching, My Future (MCMF) considers that accountable practice is a key element of our service delivery and recognises complaints as providing valuable feedback on service quality and the effectiveness of service policies.

*Definitions:*Feedback - clients and service providers who refer clients to us are welcome to provide feedback about any aspect of our service delivery. Where this feedback provides information that will help us to improve our service, including providing feedback to individual coaches, we will act up on that feedback wherever practicable.

Complaints - Should clients or service providers feel that the way we interact with them is not acceptable (including potentially breaching our agreement with them or our Code of Ethics), they may make a complaint. Complaints will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice.

Changes to our service delivery model may be appropriate based on some complaints. Where complaints relate to an individual coach, those issues will be addressed directly with the coach and their views sought about the circumstances that led to the complaint.

*Our complaints processes:*

* Provide a non‑adversarial approach to problem‑solving
* Seek to resolve complaints at the lowest possible level
* Operate with procedural fairness and encourage fairness and impartiality
* Seek the support, respect and co‑operation of clients and service providers
* Demonstrate a commitment to the rights of clients and service providers
* Are useful to inform referring service providers of limitations in the service

##### Procedure

1. If the complaint or feedback is received by telephone, specific information should be recorded accurately by the MCMF representative and the caller’s view sought about what action they consider appropriate to address the issues raised.
2. A simple complaint or piece of feedback may be resolved by the representative taking note of the issues raised, or by a discussion facilitated between the client and the coach or relevant other MCMF representative.
3. A written report of any verbal complaint will be made as soon as possible by the MCMF representative who received it. This report needs to include the date and time of the complaint and all appropriate details, including any actions sought and/or agreed.
4. A complaint about the Service, whether verbal or written, should be brought to the attention of the coordinator and the Chair of the Management Committee.
5. Where a complaint warrants it, the Chair will forward the complaint to the relevant insurance company and inform the Management Committee at its next meeting.
6. Our insurers may require that any reply to the complainant, about a matter potentially involving our insurer, should be written in conjunction with them. The Chair of MCMF will pursue this course of action.
7. If the complaint has not been resolved in an initial telephone conversation, and needs to be dealt with by subsequent steps, the complainant will receive advice by phone or in writing confirming that their complaint has been dealt with. Note that this will not necessarily mean that the complainant is advised of all outcomes.
8. The Management Committee will ensure that all records relating to client and service provider complaints are kept and stored securely.
9. Where the complaint involves the practice of an individual coach:

* The complaint will be discussed with the coach by the Chair of the Management Committee and their views and response sought.
* If the complaint concerns the Chair, this role will be undertaken by the Deputy Chair or other suitably experienced member of the Management Committee
* If the complaint is of a serious nature or reflects a persistent problem in the coach’s practice, the coach will be required to discuss this in **peer** supervision and develop a course of action
* Where it is not possible to resolve the issues raised by the complaint in supervision, the complaint will be referred to the Management Committee for consideration of further steps which may include but not be limited to:
* Allocating a different coach to the client
* Providing additional supervision and support to the coach
* Removing the coach from MCMF’s provider list
* As the role of a MCMF coach is voluntary, any decision to remove a coach from the MCMF provider list will not be reviewable

**Related Documents**

* My Coaching, My Future:
  + Code of Ethics
  + Guidance for coaches
  + Coaches’ commitment

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