

About us

Imara is a specialist service that supports children, young people and their family following a disclosure of child sexual abuse. Our referrals are received directly from the Nottingham Police Child Abuse Investigation Unit and we support our clients from a legal, advocacy and therapeutic perspective. Unlike many services, who are limited to short pieces of work and interventions, Trauma Care support will be provided to families for a minimum of 12 months, including young people and vulnerable adults within the family network. We work closely with all the agencies involved in Safeguarding Children and Young People to ensure everyone has comprehensive, relevant and up to date information.

Imara aims to promote the recovery of children, young people and their families after a disclosure or discovery of child sexual abuse, by offering early intervention in the form of:

- ◇ Information, advice and consistent contact throughout the judicial process
- ◇ Specialist assessment and referral on to appropriate support agencies and access to pre-trial therapy
- ◇ Support with education, health, housing and financial concern

IMARA CIO

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Imara CIO is a registered
charity in England and Wales:
1170331

IMARA

Complaints Policy and Procedure



*Empowering children and
families to recover from the
impacts of sexual abuse.*

Introduction

Imara views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint. Imara is committed to providing a high level of service to clients, children, young people and their families/carers as well as from external agencies. It is also committed to governing and running the organisation in an ethical manner in line with the requirements of the Charities Commission and other professional bodies that we are associated with: British Association of Art Therapists (BAAT), Health Professions Council, Play Therapy UK (PTUK), Association for Dance Movement Psychotherapy UK (ADMPUK).

Definition of a complaint

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of Imara.

Policy Statement

Our policy is:

- ◇ To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- ◇ To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- ◇ To make sure everyone at Imara knows what to do if a complaint is received
- ◇ To make sure all complaints are investigated fairly and in a timely way
- ◇ To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- ◇ To gather information which helps us to improve what we do

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

How to make a complaint as a client

Please contact us with your complaint in whichever format you feel most comfortable using (in person, telephone, written letter or email). You can address these to the person who the complaint is with regards to, another member of staff you know and feel more comfortable making the complaint to, or to whomever it may concern, in which case it may be picked up by any member of staff or passed to whoever is deemed most appropriate in the first instance.

What will happen?

Your complaint and contact details will be recorded. The person who receives the complaint or who the complaint is with regards to will try to resolve your complaint in the first instance. If it is not possible to resolve your complaint to your satisfaction, it can be investigated further by the Director, Board of Trustees and, if sufficiently serious, external regulating bodies.

You will be kept updated at all times about what will happen next and how long it will take.