Complaints Policy

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Policy Statement

Play Inclusion Project believes that children, parents, staff, and volunteers are entitled to courtesy, respect, and prompt, careful attention to their needs, wishes and concerns.

We welcome suggestions on how to improve our services and will give prompt and serious attention to any concerns raised about the running of our activities and sessions. We anticipate that most issues can be resolved quickly through an informal approach with the appropriate member of staff. If this does not achieve a satisfactory outcome, a formal complaints process is in place.

All complaints will be treated confidentially and shared only with those directly involved. The exception to this is where a complaint relates to a safeguarding concern or potential criminal activity, in which case the matter will be escalated to the relevant authorities. Normally, the CEO will be informed of any complaint and may discuss the matter with the Board of Trustees where necessary.

Complaints Procedure

Wherever possible, complaints will be dealt with informally in the first instance.

If the complainant remains dissatisfied, the matter will move to the formal complaints procedure.

Formal Complaints Procedure

Formal complaints must be made in writing to the CEO and include:

- Details of the complaint
- The complainant's name and contact details

In certain circumstances, a complainant may wish to remain anonymous. In such cases, the CEO will review the nature of the complaint and determine whether follow-up action is necessary.

When investigating a complaint, the CEO will ensure that:

- The complaint is fully understood. This may involve meeting or speaking with the complainant.

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- The response of staff or the circumstances in which the issue arose are reviewed. This may include speaking with staff or volunteers and/or reviewing written records.

- Any person interviewed (complainant, staff, or volunteer) may be accompanied by someone of their choice.

Following the investigation, actions may include:

- Specific improvements to services

- Mediation between parties

- Recommendations for staff training

If the complaint is of such seriousness that it raises concerns about the safety of children in our care, immediate action will be taken. This may include the temporary removal of the individual concerned or rectification of any unsafe situation.

Timescales

- All complaints will be acknowledged within 7 working days.

- A full written response will usually be provided within 14 working days.

- If more time is required for investigation, an interim response will be sent within the 14-day timeframe, explaining progress and providing a revised timetable.

- Where the complainant requests a telephone discussion of the outcome, this will be followed up with a written record for both parties.

- Any actions arising from a complaint will be implemented within a reasonable timescale.

- Records of all complaints will be kept securely for 5 years.

Appeals Procedure

If a complainant is not satisfied with the outcome, they may appeal the decision in writing to the Board of Trustees within 7 days of receiving the response.

The Board of Trustees will review the complaint and provide a written response within 14 working days.

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