



Activity Junction LTD

Compliments and Complaints Policy & Procedure

Activity Junction reviews all policies on a regular basis to demonstrate good practice, regulations and legislation changes as required.

1. Policy Statement

At Activity Junction Ltd, we are committed to providing a high standard of service in all areas of our work. We welcome feedback—both positive and negative—as a vital part of improving the quality, safety, and inclusivity of our services.

We encourage compliments to celebrate good practice and help build team morale. We also recognise the importance of complaints and take all concerns seriously. This policy outlines how individuals can share feedback and how we respond in a fair, timely, and respectful manner.

2. Aims of the Policy

- To promote open, transparent communication between Activity Junction Ltd and all service users.
- To ensure all compliments are acknowledged and shared with relevant team members.
- To provide a clear and fair process for handling complaints.
- To resolve concerns as quickly and informally as possible.
- To use feedback to drive continuous improvement.

3. Who Can Give Feedback

This policy applies to and welcomes feedback from:

- Children and young people
- Parents, carers, and families
- Support workers and external agencies
- Staff, volunteers, and partner organisations
- Members of the public attending our events

4. Compliments Procedure

We love hearing when things go well. Compliments can be shared:

- Verbally with a staff member
- In writing (email, social media message, or compliments form)
- Through our website or feedback boxes at events

All compliments will be acknowledged and passed on to relevant staff, and may be shared (with permission) in newsletters or reports.

5. Complaints Procedure

We aim to resolve complaints fairly and informally where possible. There are three stages to our complaints process:

Stage 1 – Informal Resolution

- Speak to the staff member involved or a session leader as soon as possible.
- Many issues can be resolved quickly through a conversation or simple clarification.
- If resolved, no further action is needed, but the issue may be recorded for monitoring.

Stage 2 – Formal Complaint

If the issue is not resolved or is more serious:

- Submit a formal complaint in writing (letter, email, or complaints form).
- Include your name, contact details, and a clear description of the concern.
- Send to:
Complaints Officer
Activity Junction Ltd
info@activityjunction.org

What happens next:

- We will acknowledge the complaint within 5 working days.
- A senior staff member will investigate and respond within 15 working days.
- You will receive a written outcome with any actions taken or planned.

Stage 3 – Escalation

If you are not satisfied with the response:

- You may escalate the complaint to the Director or relevant external body.
- The Director will review the complaint and investigation.
- A final decision will be provided within 15 working days of escalation.

In certain safeguarding-related complaints, we may also inform or consult with:

- The Local Authority Designated Officer (LADO)
- Children's Services or Adult Social Care
- The Charity Commission or Care Quality Commission (if applicable)

6. Anonymous Complaints

We accept anonymous feedback; however, our ability to investigate or respond may be limited. All concerns are logged and reviewed for patterns or safeguarding issues.

7. Confidentiality and Respect

All complaints will be handled sensitively and in line with our Confidentiality Policy. No one will be treated unfairly for making a complaint.

We ask that all parties involved communicate respectfully. Abuse of staff or malicious complaints may result in restricted contact or further action.

8. Monitoring and Learning

- All compliments and complaints are recorded in our Feedback Log.
- We review feedback regularly to spot trends, improve services, and celebrate success.
- This policy is reviewed annually.

9. Review

This policy will be reviewed annually or following any major incident or legislative change.

Date of last review: 24th April 2025

Next review due: 24th April 2026

Approved by:

Emma Devine – Director

Activity Junction Ltd