Once Upon a Time Children’s Events Ltd

Complaints Policy

**1. Purpose**

The purpose of this Complaints Policy is to ensure that all members, parents, and guardians of Once Upon a Time Children’s Events Ltd feel heard and supported when they have concerns or complaints. This policy provides a clear and transparent process for resolving issues in a fair and timely manner.

**2. Scope**

This policy applies to all participants in Once Upon a Time Children’s Events Ltd, including students, parents, guardians, and staff. Complaints can relate to any aspect of the events, including but not limited to:

• The behaviour of staff, or volunteers

• The treatment of students

• Safety concerns

• Event facilities or resources

• Performance-related issues

• Scheduling or communication challenges

• Any other aspect of the event's operations

**3. How to Make a Complaint**

Complaints should be made as soon as possible, ideally within 7 days of the incident, to ensure prompt resolution. There are several ways to make a complaint:

• By Email: Complaints can be emailed to Once Upon a Time Children’s Events official email address at

onceuponatimekidsevents@gmail.com.

• In Person: Parents, guardians, or students may speak directly to the Managing Director or relevant staff member during office hours.

Please include:

• A clear description of the issue

• The date(s) the issue occurred

• Names of any individuals involved (if relevant)

• Any supporting documentation or evidence

**4. Complaints Process**

Once a complaint is received, it will be handled in the following steps:

• Step 1: Acknowledgement

All complaints will be acknowledged within 2 business days of receipt, and a brief summary of the complaint will be confirmed to the complainant.

• Step 2: Investigation

Once Upon a Time Children’s Events Ltd will investigate the complaint thoroughly. This may involve speaking with the person making the complaint, the individual(s) involved, and any relevant witnesses. The investigation will aim to establish the facts and gather all relevant information.

• Step 3: Resolution and Response

Within 10 business days, Once Upon a Time Children’s Events Ltd will provide a response to the complainant.

This response will outline:

o The outcome of the investigation

o Any actions taken, or changes made as a result

o Recommendations for preventing a similar issue from occurring in the future

If the investigation requires more time, the complainant will be updated on the status and provided with a revised timeline.

**5. Confidentiality**

Once Upon a Time Children’s Events Ltd will handle all complaints confidentially, sharing information only on a need to-know basis. However, if the complaint involves serious issues (e.g., safeguarding, health and safety), information may be shared with appropriate authorities or external bodies in accordance with legal obligations.

**6. Further Action**

If the complainant is not satisfied with the outcome of the internal investigation or resolution, they may escalate the issue to the governing body or relevant external authority. Once Upon a Time Children’s Events Ltd will provide contact details and guidance on how to proceed if escalation is necessary.

**7. Anonymous Complaints**

While we encourage all individuals to identify themselves when submitting a complaint, anonymous complaints will be considered and investigated as far as possible, depending on the information provided.

**8. Feedback and Continuous Improvement**

We value feedback and are committed to continuously improving our events. All complaints will be reviewed to identify any patterns or areas for improvement. We encourage all participants to share their experiences so we can maintain a positive and inclusive environment for all participants.

**9. Contact Information**

For any queries or if you need assistance with the complaints process, please contact:

• Managing Director: Jamie Owen

• Email: onceuponatimekidsevents@gmail.com

• Phone: 07557 360857