



Complaints Policy

Policy Headings	Complaints Policy
<p><i>Introduction</i></p> <p>An example of what you could include here</p>	<p>Parents/carers, children and young people have the right to complain if they are unhappy with any aspect of our organisation. They need to know what action will be taken if they make a complaint.</p> <p>Staff and volunteers also have the right to complain. This policy also links into our 'Managing Allegations and Whistle Blowing Policy' to ensure decisions are made appropriately, especially when the welfare of children/young people is implicated.</p> <p>Any complaint will be taken seriously. We ask those making a complaint to follow the procedure below.</p>
<p><i>Complaints Procedure</i></p> <p><i>Stage One</i></p>	<p>-If you have a complaint please put this in writing for the attention of Hannah Gilson, Management.</p> <p>- If the complaint is about the manager, put it in writing for the attention of Keri Wooden, SGL.</p> <p>-The person making the complaint will receive a letter to acknowledge their complaint within 7 working days, this will also set out what will happen next.</p>
<p><i>Investigation</i></p> <p><i>Stage Two</i></p>	<p>The complaint will be investigated by the SGL, Keri Wooden but if it is about them it will be investigated by another member of leadership.</p> <p>If the investigator needs to meet with the complainant, they will do so within 14 working days of receiving the complaint.</p> <p>Complaints will be fully investigated, and a written response provided to the complainant within 14 working days by the investigator. The response will contain the outcome of the investigation with any recommendations and or changes to be made.</p> <p>If the complainant remains unsatisfied with the outcome from Stage Two, they can appeal within 7 working days of the date of the outcome and progress to Stage Three.</p>
<p><i>Appeal</i></p> <p><i>Stage Three</i></p>	<p>If the complaint cannot be resolved to the complainant's satisfaction at Stage Two, then it will be referred to leadership in the organisation.</p> <p>The leader will acknowledge receipt of this complaint to the complainant within 14 working days.</p> <p>They will review the stage 2 investigation and recommend one of the following actions within 7 working days</p> <p>-Uphold the decision made at Stage Two</p> <p>or</p> <p>-Make changes to the Stage Two recommendation/actions</p> <p>The complainant will be informed in writing of the outcome of Stage Three. The decision reached about this complaint will then be final, but the complainant will be provided information on how to complain to their relevant referrer</p>
<p><i>Complaining to an external body</i></p>	<p>If the complainant is unsatisfied with the internal outcome of the complaint, they can complain directly to your referrer via email provided to you.</p>

| Any external complaint should be done within one month of receiving the outcome |

Name: Keri Wooden

Signed: keri

Manager Name: Hannah Gilson

Date: 12/09/2025

Date for review: 11/09/2026