



Serving young people and the community

Patron: The Duke of Richmond and Gordon

Complaints Procedure

As part of the Youth Team at Chichester Boys' Club, we aim to work in close partnership with all parents/carers, to meet the needs of the children/young people. This includes children from the age 8-18. If there is any aspect of our service you are not happy with, please bring it to our attention and we will make every effort to resolve the issue with you. This procedure has been put in place to ensure your complaint is dealt with professionally, confidentially, and efficiently. We will notify parents/carers of the results of that investigation, giving details of any actions taken within 28 days of having received the complaint. We will keep a written record of all complaints and their outcome for 3 years; this includes any minor concerns. We will use a complaints record form to record any complaints. Parents/carers will be able to access this record if they wish. All personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved.

Stage 1 If any parent/carer should have cause for concern or any queries regarding the care provided by the setting, they should in the first instance take it up with the youth leader. If this is not resolved, we ask them to discuss this verbally with the Chairman of the Trustees.

Stage 2 If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Chairman of the Trustees. The Chairman will then investigate the complaint and report back to the parent within 28 days. The Chairman will document the complaint fully, the actions taken and the outcome in relation to it in the complaint logbook. (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3 If the matter is still not resolved, the setting will hold a formal meeting between the Youth Leader, Chairman, parent/carer to ensure that it is dealt with comprehensively. The setting will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4 If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents/carers are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for childcare providers in England and investigates all complaints that suggest a provider may not be meeting the necessary requirements. It risk assesses all complaints made and may visit the setting to carry out an inspection where it believes requirements are not met. If the complaint is an allegation of serious harm or abuse by the Youth Team or any person working or looking after children on the premises (or elsewhere) We will follow the procedures outlined in the CBC Youth Team allegation policy, which include notifying the

Local Authority Designated Officer (LADO) at the Local Authority as soon as is practicable, but at least within 14 days of the allegation.

Policy Date: 4 December 2024

Review Date: December 2025

Signed:

A handwritten signature in black ink, appearing to be 'M. A. D.', written over a horizontal line.