



Thames Valley Adventure Playground

Policy and Procedures

Complaints Policy

TVAP views complaints and comments as an opportunity to learn and improve for the future as well as a chance to put things right for the person that has made the complaint.

Who is covered by this policy?

This policy covers all individuals with legitimate interest in TVAP.

This policy does not include staff employed by TVAPA or volunteers; they should use our Grievance procedures.

Policy Aims

- To provide a fair complaint procedure which is clear and easy to use.
- To publicise the existence of our complaints procedure so that people know how to make a complaint.
- To make sure that everyone at TVAP know what to do if a complaint is received.
- To make sure that all complaints are dealt with fairly and in a timely way.
- To make sure that, wherever possible, complaints are resolved and relationships repaired.
- To gather information to help us to improve.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of TVAP.

Responsibility

Overall responsibility for this policy lies with the Trustees.

The Playground Manager is responsible for its implementation and monitoring and for reviewing its effectiveness.

All staff and volunteers are responsible for their own compliance and ensuring that it is consistently implemented. Any concerns regarding this policy should be reported to the Playground Manager.

Confidentiality

All complaint information will be handled sensitively, telling only those with a need to know and following all data protection requirements.

Review

The Playground Manager will review this policy annually.

The role of Ofsted

Should the complainant feel that TVAP is not dealing satisfactorily with their complaint they will have the right to approach Ofsted directly. Ofsted will investigate the complaint accordingly and as to whether there has been a defect in TVAP procedures and work with all concerned to resolve the issue/complaint.

Ofsted will be notified by TVAP of any complaint requiring the instigation of formal proceedings, who will decide what action, if any they wish to take.



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Procedures for Playground Users, Carers and visitors

We try to work very closely and openly with our users but we do recognise that sometimes problems do occur and are committed to dealing with any concerns or complaints as quickly as possible.

In most cases we would hope that the problem can be resolved at the informal stage, however if you feel that you wish to complain formally then we will aim to make the process as easy as possible and hope to resolve the situation as swiftly and amicably as possible.

Informal Stage

You should contact TVAP and speak to a member of Staff. Most problems can be dealt with promptly and successfully at this stage. TVAP staff may wish to include senior staff in these discussions.

To pursue your complaint further at this stage you should ask to speak to the Playground Manager. If they are unavailable you should agree a time when this contact can take place.

Formal Stage

You should write or send an email to the Playground Manager. This will be acknowledged and receipted and you will be told when to expect a response. The Playground Manager will investigate your complaint and notify you of findings within that time frame. We aim to do this within 15 working days of receipt of your complaint

Resolution

If you do not wish to deal with the Playground Manager or if your complaint concerns them or you are unhappy with the resolution you can ask to be put in touch with one of the Trustees and TVAP staff will arrange this on your behalf. The appointed Trustee will aim to get back to you within 5 working days to discuss how to progress towards a resolution. We would aim to resolve the matter within 20 working days of this contact.

If you are still unsatisfied with the manner in which your complaint was dealt with or if you are unsatisfied with the outcome you can write to Ofsted at the address below, quoting our URN EY260492, detailing your complaint and the action taken.

As a matter of courtesy we would appreciate it if you could please let either the Trustee involved or the Playground Manager know of your actions.

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Procedures for Playground Staff and Volunteers

Informal Stage

You should speak with your immediate line manager. If your concern is with them then you should talk with their line manager. Most problems can be dealt with promptly and successfully at this stage. TVAP staff may wish to include other senior staff or a colleague for support in these discussions, as appropriate.

To pursue your complaint further at this stage you should ask to speak to the Head of Charity. If they are unavailable, you should agree a time when this contact can take place.

Formal Stage

You should write or send an email to the Head of Charity. This will be acknowledged and receipted, and you will be told when to expect a response. The Head of Charity will investigate your complaint and notify you of findings within that time frame. We aim to do this within 15 working days of receipt of your complaint.

Resolution

If you do not wish to deal with either the Playground Manager or Head of Charity or if your complaint concerns them or you are unhappy with the resolution thus far, you can ask to be put in touch with one of the Trustees and TVAP staff will arrange this on your behalf. The appointed Trustee will aim to get back to you within 5 working days to discuss how to progress towards a resolution. We would aim to resolve the matter within 20 working days of this contact.

If you are still unsatisfied with the manner in which your complaint was dealt with or if you are unsatisfied with the outcome you can write to Ofsted at the address below, quoting our URN EY260492, detailing your complaint and the action taken.

As a matter of courtesy we would appreciate it if you could please let either the Trustee involved or the Head of Charity know of your actions.

TVAP staff and Volunteers should also be familiar with our Whistleblowing policy.

last Review: 10.07.2021 (GW)