



Complaints Policy

This policy consists of

- Introduction
- Verbal & Written complaint procedure
- Procedural Guidelines

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Responsible person: W Benson

Signed:

Date:

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Introduction

Kids Kabin is committed to maintaining the highest possible standards in all areas including equal opportunities for all (see separate policy). When things go wrong or are perceived to have fallen below the requisite standards, Kids Kabin recognises the need for an effective complaints procedure. This Policy has been produced to offer guidance to all volunteers, service users, parents and visitors.

All complaints will be received positively, treated sensitively and in confidence. All complaints will be investigated promptly, and responded to sympathetically with action taken, where appropriate, to prevent a recurrence of the circumstances leading to the complaint.

The policy of Kids Kabin is to encourage satisfactory resolution of complaints at the earliest stage and recognises that many concerns can be resolved rapidly through a discussion by the relevant individuals. Kids Kabin acknowledges that complaints may be received from past and present users, or any relative, carer or adviser acting on their behalf, and submitting a complaint will not influence or affect the future use of the facilities provided at Kids Kabin.

The purpose of the complaints procedure is not to apportion blame amongst employees or volunteers. It is entirely separate from any disciplinary proceedings.

The Project Manager of Kids Kabin will be accountable to the Board of Directors for the investigation of all complaints and for ensuring that complaints are dealt with in accordance with these guidelines. .

Clear information about how to make a complaint will be given to all staff, volunteers, service users parents and visitors. This will include:

- Information displayed around the building
- Information given to new members and their parents when they join Kids Kabin
- Training and induction of staff and volunteers

If the complaint involves child protection, the Child Protection policy and procedures should be followed.

Written & Verbal Complaints

Complaints can be made in writing or verbally:

Written complaints should be communicated to the Project Manager at Kids Kabin, Church Walk, Walker, Newcastle upon Tyne, NE6 3DW, who will normally ensure that the complaint is acknowledged in writing within five working days. If the complaint directly involves the Project Manager or a Director, the complaint should be made to the Chair of the Board of Directors at the following address:

Sister Christine Charlwood,
Convent of the Assumption,
259 Waldegrave Road
Twickenham
TW1 4SY
email address – christinercharlwood@gmail.co.uk

If the complaint involves the Chair of the Board of Directors, the complaint should be made to the Project Manager, who will investigate the complaint with the Board of Directors as necessary.

Verbal complaints which are not resolved immediately should be recorded in writing by the relevant staff and details given to the Project Manager who will acknowledge the complaint. Any verbal complaint which is immediately resolved must also be documented and submitted to the Project Manager to ensure any appropriate action is taken to prevent a recurrence of the circumstances leading to the complaint (Appendix I).

Complaints will be resolved as quickly as possible, within 2 weeks where possible. However there may be cases where more time is needed to investigate a complaint and resolve it.

In these cases complainants will be kept informed about the reason for any delay from the Project Manager. Responses will be made in writing from the Project Manager.

In certain circumstances, an individual may want to raise a concern with a person who is independent of Kids Kabin. Contact details of an Independent Person can be found below. These details will also be displayed in the foyer.

Sarah Warren
592-596 Welbeck Road
Newcastle upon Tyne
NE6 3AB

0191 2765327
Sarah.warren@newcastleymca.com

Procedural Guidelines

On receipt of a complaint, the Project Manager shall use all reasonable endeavours to take statements from all staff and volunteers involved.

All statements should be dated and signed by the individual and the Project Manager, detailing their position within Kids Kabin and their name written in capitals.

A copy of the statement will be held by the Project Manager and a copy given to the individual.

All dates referred to, either in a written response to the complainant or in staff/volunteer statements, should be made clear. The day, month and year must be used every time a date is referred to, as this would assist The Board of Directors to review a complaint if required.

The Project Manager shall use all reasonable endeavours to ensure that each member of staff including volunteers involved in a complaint receives feedback, including a copy of the final response letter.

The investigation of the complaint should be carried out as quickly as possible. Full opportunity should be given to staff and the complainant to put forward their accounts of events. It is the policy of Kids Kabin that all staff should co-operate fully in any such investigation and should provide any documentation and statements within 3 working days of a request being made from the Project Manager.

Records will be kept by the Project Manager of all complaints received, how they are handled (Appendix II) and the final outcome. All documentation will be held indefinitely.

The Board of Directors will be informed on a quarterly basis of all complaints and their outcomes. All documentation will be available to the Board of Directors if required.

Report of Verbal Complaint

Employee/volunteer

Date of discussion

Time of discussion

Name of complainant

Address

Name of Service User if different.....

Details of complaint

Date of incident

Time of incident

Name of Staff/volunteer present at incident

.....

Area / Activity where incident happened.....

Name of any witness.....

Details of incident

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Complaint resolved Yes / No * Please delete

This information should be passed to the Project Manager as a matter of urgency within 24 hours of initial discussion.

Date received by Project Manager.....

Signature of Project Manager.....

COMPLAINT MANAGEMENT SHEET

Type of complaint	Verbal	Written
Date complaint received		
Immediately Resolved	Yes	No
Completion Expected by		
Date of completion		
Acknowledgement within 3 days	Yes	No

STATEMENTS REQUIRED		
Name	Date Requested	Date Received (within 3 working days)

INTERVIEWS REQUIRED		
Name	Date advised	Interview Date Set

Action taken to prevent a recurrence

Signature of Project Manager.....

Date.....

