



# COMPLAINT POLICY

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# Complaint Policy

LEAPS Suffolk is committed to providing a safe, stimulating, consistent and accessible service to children, young people and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the LEAPS Suffolk formal Complaints Procedure. It will be available on the premises at all times and it can also be accessed on our website [www.leapssuffolk.org.uk](http://www.leapssuffolk.org.uk). Under normal circumstances, the manager (Karen Double) will be responsible for managing complaints. If a complaint is made against the manager, a nominated trustee will conduct the investigation. All complaints made to staff will be recorded in detail and a written record kept.

## **Stage One**

If a parent/carer has a complaint about some aspect of LEAPS Suffolk activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the manager (Karen Double).

The manager should be approached as soon as possible and she will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Her contact details are: 07761397535 or [info@leapssuffolk.org.uk](mailto:info@leapssuffolk.org.uk)

If a complaint is being made against the manager, ideally this should still be discussed with the manager. However, if the parent/carer does not feel comfortable discussing this with the manager then the complaint should be directed to either:

Sharon Leek and/or Samantha Barber (Directors)  
LEAPS Suffolk  
Brightspace  
160 Hadleigh Road  
Ipswich  
IP2 0HH

## **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. Please see the Complaint Form attached to this policy. The manager will acknowledge receipt of the complaint as soon as possible – within three to seven working days. The matter will be fully investigated within 15 -28 working days. If there is any delay, the manager will advise the parent/carers of this and offer an explanation. The manager must notify the Board of Trustees that a written complaint has been made.

The manager will be responsible for sending the complainant a full and formal response to the complaint. If the manager who is also the Safeguarding Officer has good reason to believe that the situation has child/adult protection implications, she will ensure that the local social care department (LADO) is contacted, according to the procedure set out in the Safeguarding Children and Adult policy.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police. The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation. The manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If after this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the manager's response will be passed to the Board of Trustees who will adjudicate the case. A formal record of all meetings should be taken and made available to those concerned should they wish to see them. The Chairperson will communicate a detailed response, including any actions to be taken, to both the manager and the parents/carers concerned within 15 – 28 working days.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. The mediator must ensure discussions are kept confidential.

At any stage the parent / carer is unsatisfied with the response or concerned about a child or adult's welfare they can make a complaint to Ofsted Making a Complaint to Ofsted. Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received that are in breach of the relevant statutory requirements. Records of all complaints must be retained for a period of 10 years on which the record was made. A summary of complaints must be available to parents on request from [www.ofsted.gov.uk](http://www.ofsted.gov.uk) and photocopied. Ofsted Address: Royal Exchange Building 5th, 6th and 7th Floors Piccadilly Gate Store Street Manchester M1 2WD Helpline: 0300 123 1231

## Complaint Form

Please complete and return to Karen Double who will acknowledge receipt and explain what action will be taken.

**Your name:**

**Childs name:**

**Your relationship to the child:**

**Address:**

**Contact telephone number:**

**Please give details of your complaint:**

Continue on another sheet if needed

**What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?**

Continue on another sheet if needed

**What actions do you feel might resolve the problem at this stage?**

Continue on another sheet if needed

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

Official use:

Date acknowledgement sent:

By who:

Complaint referred to:

Date: