



Title of Policy: Complaints and Concerns

Effective Date: October 2014

Review Date: November 2017 **Next Review Due:** November 2017

1. Rationale or background to policy:

Wecan encourages parents/carers at all times to comment on the delivery of our service and we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes with regard to the care of their children.

Whilst we hope that all of our parents/carers are happy with the service we deliver, there may be occasions when someone raises a concern or complaint about our service so we need to have clear processes in place to ensure that such concerns are dealt with appropriately.

2. Policy Statement:

Any complaints or concerns will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that they may have by following our complaints procedures.

3. Procedures:

Any concern or complaint regarding the delivery of Wecan services should be directed to the Service Manager. If the Service Manager is unavailable, the concern/complaint should be raised with the Deputy Manager who will then pass the information on.

The concern or complaint will be recorded in the Complaints Book held in the Wecan Office and will detail the nature of the complaint and any action arising from it. Parents are able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will only be accessible to the parties involved. The complaints record will be held for a period of five years.

The Service Manager will review the concern or complaint in line with the appropriate risk assessment for the particular child and/or activity and will assess if any changes will have to be

made to this risk assessments as a result.

The outcomes of this review will be discussed with the child's parents/carers and the complainant (if appropriate). The details of a complaint and the outcomes of this will be shared with staff if it has led to an amendment of a risk assessment.

If the issue remains unresolved and the individual feels there has not been a satisfactory outcome, then the Trustees will be notified. The concerns must be presented in writing to the Trustees who will assist in investigating the complaint and report back to the parent **within seven days**. This will be recorded next to the complaint already documented in the complaints log book.

If the matter is still not resolved, a formal meeting will be held between the parent, Service Manager and a Trustee. A record of the meeting will be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.