



## **Complaints policy**

### **1 Introduction**

1.1 We believe that Kangaroos provides excellent fun and social activities in a supported setting for people with learning disabilities in Mid Sussex and that our staff and volunteers work very hard to build positive relationships with all parents and carers. However, the charity is obliged to have procedures in place in case there are complaints by parents and carers. The following policy sets out the procedure that the Charity follows in such cases.

1.2 If any parent is unhappy with the service that their child is receiving, or has any concern relating to the charity, we encourage that person to talk to their delivery manager immediately.

1.3 We will make reasonable adjustments for people with disabilities in accordance with the Equality Act 2010 and the Equality Policy.

### **2 Aims and objectives**

2.1 Our charity aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **3 The complaints process**

3.1 If a parent/carer is concerned about anything to do with the activities that we are providing at our clubs, they should, in the first instance, discuss the matter with their delivery manager. Most matters of concern can be dealt with in this way. All delivery managers work very hard to ensure that each child/young person is happy at the clubs, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress. Parents/carers are asked not to use social networks as a means of complaint.

3.2 Where a parent/carer feels that a situation has not been resolved through contact with the delivery manager, or if their concern involves the delivery manager, or their concern is of a

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sufficiently serious nature, they should make an appointment to discuss their concern with the Head of Operations. The Head of Operations considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

3.3 Should we feel that the child/young person may be at risk of harm, we reserve the right to investigate under our safeguarding policy.

3.4 Only if an informal complaint to the Head of Operations fails to resolve the matter should a formal complaint be made to the Chief Executive. This complaint must be made in writing, stating the nature of the complaint, how the charity has handled it so far and ideally, what you would like to resolve this matter. This written complaint should be addressed to the *Chief Executive at Kangaroos, Unit 7 & 8 More House Farm Business Centre, Ditchling Road, Haywards Heath, RH17 7RE*

3.5 The Chief Executive will consider all written complaints within three weeks of receipt. S/he will arrange a meeting with you to discuss the complaint in more detail. We will give you at least three working days notice of the meeting.

3.6 We will do all we can at this stage to resolve the complaint to the parent or carers satisfaction. After hearing all the evidence, the Chief Executive will consider their decision and inform the parent/carer about it in writing. The Chief Executive's decision is final.

3.7 Should a parent/carer have a complaint about the Head of Operations, they should first make an informal approach to the Chief Executive, who is obliged to investigate it. The Chief Executive will do all they can to resolve the issue through an informal discussion, but if a parent/carer is unhappy with the outcome, they can make a formal complaint, as detailed in 3.4.

#### 4 Monitoring and review

4.1 The Trustees monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head of Operations logs all complaints received by the charity and records how they were resolved. Trustees examine this log on an annual basis.

## 5 Equality and Diversity

5.1 We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics.

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### **Document Control**

Version	Date approved by Trustees	Date for next review	Written /amended by
1	Nov 2017	Nov 2019	Interim CEO
2	Feb 2020	Feb 2023	Jenny King
3	August 2023	August 2024	Zoe Pizzie

