

Complaints Policy	Reviewer: Interim Chief Executive
Reference: Ops01	Effective Date: 19 <sup>th</sup> December 2017
Page 1 of 2	Approved: 18 <sup>th</sup> December 2017
Last revision: November 2017	Next revision due: November 2019



## Complaints Policy

### 1 Introduction

1.1 We believe that Kangaroos provides excellent fun and social activities in a supported setting for young 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 that their concern is of a sufficiently serious nature, they should make an appointment to discuss their concern with the Operations Manager. The Operations Manager 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 Operations Manager fails to resolve the matter should a formal complaint be made to the Interim 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.

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This written complaint should be addressed to the *Interim Chief Executive at Kangaroos, Suites 3 & 4 Maxwellton House, 41-43 Boltro Road, Haywards Heath RH16 1BJ.*

3.5 The Interim 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 Interim Chief Executive will consider their decision and inform the parent/carer about it in writing. The Interim Chief Executive's decision is final.

3.7 Should a parent/carer have a complaint about the Operations Manager, they should first make an informal approach to the Interim Chief Executive, who is obliged to investigate it. The Interim 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 Operations Manager 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.

Adopted by the Trustees: 18th December 2017