**1. Purpose:**

* The purpose of this complaints’ procedure is to offer an open, honest and fair process by which people who are dissatisfied with the service they have received from Holt Youth Project have the opportunity to express their appreciation, concerns or complaints and to receive a response.

**2. Persons affected:**

* All staff have a role to play in reducing the numbers of complaints, dealing with concerns courteously and efficiently, and responding to compliments appropriately.

**3. Policy:**

* Holt Youth Project believes that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes.
* Holt Youth Project hopes that parents/carers will be happy with the service provided and that they might like to voice your appreciation to the staff concerned.
* All compliments will be recorded and shared with staff.
* Holt Youth Project welcome any suggestions from parents/carers on how Holt Youth Project can improve our services, and will give prompt and serious attention to any concerns that parents may have.
* Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the children’s centre.
* In case of a complaint relating to child protection, please refer to the Safeguarding Policy.

**4. Procedure**

**Stage 1:**

If any parent/carer should have cause for concern or any queries regarding the care or services provided by Holt Youth Project, they should in the first instance take it up with the staff member in charge.

**Stage 2:**

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then these concerns must be presented in writing as a formal complaint to the Holt Youth Project manager. The manager will then investigate the complaint and report back to the parent within five working days. The complaint and the actions taken in relation to it will be fully documented in the complaints log book.

Most complaints are usually resolved informally at Stage 1 or 2. If the complaint is not resolved at Stage 2, the complaint progresses to Stage 3.

**Stage 3:**

If the matter is still not resolved, a formal meeting will be held between Holt Youth Project, parent/carer and a member of the Trustees to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy which will signify the conclusion of the procedure.

If the complaint is not resolved at Stage 3, the complaint progresses to Stage 4.

**Stage 4:**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Trustees.

* A record of complaints will be kept at Holt Youth Project. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.
* Parents/carers will be able to access this record if they wish to, however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved
* Parents/carers will also be informed if Holt Youth Project becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

**Policy approved: November 2022 Review date: November 2023**