

Complaint Policy and Procedures 2018

We believe that children, parents, members of staff, volunteers and Management Committee, partner agencies and other community members are entitled to expect courteous and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

PROCEDURES

Stage 1

- Any individual who has a concern about an aspect of the Organisation should, first of all, talk through his/her concerns with a Director of WE ARE THRIVE.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome or if the problem recurs, the individual should put their concerns or complaint in writing to the Chair of the Management Committee.
- When the investigation into the complaint is completed, the Director or Chair of the Management committee meets with the individual to discuss the outcome.
- The individual must be informed of the outcome of the investigation or given an update within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summary points are logged accordingly.

Stage 3

- If the individual is not satisfied with the outcome of the investigation, he or she requests a meeting with the Chair of the Management Committee. The individual may have a friend or partner present if required and the Chair should have the support of the another Director.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summary points are logged accordingly.

Stage 4

- If at the stage three meeting the individual and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel and the individual, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- When the mediator has concluded her/his investigations, a final meeting between the individual, management and/or Chair of the Management Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
- If a child appears to be at risk, our setting follows the procedures of our Safeguarding Policy and that of the Local Safeguarding Children Board in Essex.

Records

- A record of complaints against WE ARE THRIVE and/or the children and/or the adults working at WE ARE THRIVE is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- WE ARE THRIVE will store any record in a complaint folder and records the reference on the front sheet of a chronological report. However, if the complaint involves a detailed investigation, the Management may wish to store all information relating to the investigation in a separate file designated for this complaint.

Signed: L.J.Jeremy

Date: 1st November 2018