



## **Complaints Procedure**

**Lee Valley London S. C. is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

This policy constitutes the Club's formal Complaints Procedure. It will be displayed on the premises and on the website at all times.

Under normal circumstances, the Chairperson will be responsible for managing complaints. If a complaint is made against the Chairperson, a Registered Person will conduct the investigation. All complaints will be recorded in detail in the Incident Record Book.

### **Stage One**

If a parent/carer has a complaint about:

1. Some aspect of the Club's activity.
2. The Committee or another member or parent.

It will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Chairperson. The Club is committed to open and regular dialogue with parents/carers and the welcomes all comments on its activities, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant adult, if deemed appropriate. If not, the Chairperson should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Chairperson.

Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Club will advise the parent/carers of this and offer an

explanation. The Chairperson will be responsible for sending them a full and formal response to the complaint.

If the Chairperson has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of the club if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Chairperson will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Chairperson will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Chairperson and the parents/carers concerned within 15 working days.

Adopted by the Lee Valley London S.C. Committee – October 2009