

# **PARENT LINK**

## **Complaints Procedure**

It can be very hard for people to make a complaint, particularly in small, local organisations. It can be particularly hard to complain about people in positions of authority such as leaders of Faith Groups. Generally it is much easier to just walk away. You need to know if there is a problem in your organisation so you need to actively promote your complaints procedure and try and make sure as far as possible that there is some level of independent oversight.

If children stop coming to an activity ask them why? Whoever is responsible for the complaints procedure needs to know when to refer the complaint to the statutory authorities for investigation. For example any reports or suspicions that a volunteer or member of staff may have abused a child must be referred to Social Services and the Police. A complaint that one child may have abused another also needs to be referred to Social Services and the Police for a full investigation (see Child Protection Policy)

Many organisations may be members of umbrella organisations who can provide support in investigating complaints and follow up complaints against Leaders or Managers.

### **Any complaints procedure needs to include: -**

- *A named person to take responsibility for complaints.*
- *Information on whom to contact if the complaint is against the manager/person responsible for complaints*
- *How the complaints procedure will be publicised, do people know complaints will be taken seriously and whom to contact to make one.*
- *Arrangements for complaints to be investigated.*
- *Arrangements for people who have made a complaint to be informed of the outcome and what to do if they are dissatisfied with it.*

### **Outline Procedure**

1. The person responsible for complaints is Samantha Nash
2. In the event of the complaint being against them complaints should be made to (Debbie Drury).
3. If the complaint leads to any suspicion that a criminal offence may have been committed against a child the complaint should be referred to the Police Child Abuse Investigation Team (CAIT) on BEFORE any further investigation is carried out. They will refer to Social Services if required.
4. Similarly a complaint that leads to a suspicion of abuse of a child that does not seem to be a criminal offence should be referred to Social Services, they will refer to the Police if needed.
5. Other matters may need to be referred to the local police station, e.g. theft.
6. Once the complaint has been investigated the complaints office will meet with the complainant to tell them the outcome of the complaint and what action if any is open to them if they do not agree with the outcome.