

Kids on Track views all complaints as an opportunity to develop and improve our services, as well as aiming to put things right for the person that has made the complaint. The Policy aims:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of the complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone on the Committee knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what Kids on Track do in the future.

## Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Kids on Track.

## Confidentiality

All complaint information will be handled sensitively, talking to those who need to know and following any relevant data protection requirements.

## Complaints Procedure

### Stage one

Complaints about an activity:

- The relevant Programme Co-ordinator will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual volunteer:

If appropriate the parent will be encouraged to discuss the matter with the volunteer concerned. If the parent feels that this is not appropriate, the matter will be discussed with the relevant Programme Co-ordinator who will then discuss the complaint with the volunteer and try to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the CEO of Kids on Track, who will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.

- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the charity's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the charity's response to the complaint, either together or on an individual basis.
- If child protection issues are raised, the DSL will refer the situation to the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the CEO will contact the police.

**Date:** October 2023

**Date for Review:** March 2025

**Reviewed by:** Trustees