

COMPLAINTS POLICY – April 2016

INTRODUCTION

The purpose of Marble Hill Playcentres (“MHPC”) Complaints Policy is to ensure a clear structure for feedback to be presented to the staff and a recognised format for users to provide that feedback.

Marble Hill Playcentres is committed to providing a safe, stimulating, and accessible service to children, young people 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 reflect and learn from your experiences.

This policy will be displayed on our website and our users will be made aware of our complaints procedure through the welcome email received on registration.

The Senior Playworker will be the first point of contact for managing complaints. If a complaint is made against the senior worker the Manager will conduct the investigation. If a complaint is made against the Manager the Committee will conduct the investigation.

THE PROCEDURE

Stage One

If a parent/carer has a complaint about some aspect of the Playcentres activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Senior Playworker/Manager. The Playcentres is committed to open and regular dialogue with parents/carers and the Playcentres welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, if appropriate, parents/carers are encouraged to speak directly to the relevant member of staff. If not, the Senior Playworker 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, the parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. This should be either via email to info@marblehillplaycentres.com or via post to Marble Hill Playcentres, Marble Hill Park, Richmond Road, Twickenham, TW1 2NL.

The Playcentres will acknowledge receipt of the complaint as soon as possible – within 10 working days– and fully investigate the matter within 28 days. If there is any delay, the Playcentres will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint from the Playcentres will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include our findings of the investigation, any action taken or propose to take as a result of the complaint, any changes/improvements made to policies and procedures.

If the Manager has good reason to believe that the situation has safeguarding implications, they should inform the designated Safeguarding Officer and ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding 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.

Stage Three

If the parents/carers are not satisfied, the complaint should be forwarded to the Committee via their email address committee@marblehillplaycentres.com or via post to Marble Hill Playcentres, Marble Hill Park, Richmond Road, Twickenham, TW1 2NL. The Committee may arrange a time to formally meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Playcentres response. The Committee will judge if it is best for all parties to meet together or if individual meetings are more appropriate or if a conclusion can be reached via letter.

The decision of the Committee will be final.

Updated on 14.04.2015	By Kevin Stinton Playcentres Manager
Reviewed on 26.4.16	By Barbara Morton Marble Hill Playcentres Committee