



Cherry Kids' Club
Registered Charity Number 1064757

Complaints Policy and Procedures

Policy Statement

Cherry Kids' Club has a responsibility to ensure a procedure is in place to maintain our accountability. If a complaint is received the procedures outlined below will be implemented.

Procedures

1. Receiving a complaint

Verbal complaints may be brought to the next committee meeting for discussion and action, but we cannot guarantee that they will be given the importance the person making the complaint wants them to be given, as it is often very difficult to be clear about what has been said.

The complaint can be brought to the meeting by the complainant or a representative. A separate confidential meeting can be arranged with the Committee if requested. We therefore ask that if a person wants us to formally reply to them, that they put their complaint in writing. This makes it easier for us to be clear exactly what the problem is and enables us to focus on solving the problem.

2. Taking Action on a Complaint

If the complaint is not justified, but the situation could be avoided in future we will amend procedure files and advise those concerned.

If the complaint is justified and action needs to be taken by Committee members and/or staff. The Committee will ensure action is taken and those concerned are advised.

If the complaint represents a very serious breach of the way we work Committee members and/or staff may be asked to leave (refer to disciplinary procedures).

3. Response to a Complaint

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be made after the next committee meeting (not more than one month after the date of the acknowledgement).

The response will contain a report of the discussion of the complaint. It will outline action taken or to be taken (by what date), and where applicable an apology will be made.

In the event of a complainant not being satisfied with the response, we accept that a third party may be needed to arbitrate between the complainant and the group.

Consideration will be given to a mutual agreed arbitrator but the official body responsible for monitoring compliance with legislation and good working practice is OFSTED. Their contact details are given below:

OFSTED (Office for Standards in Education)
Eastern Regional Centre
2nd Floor, Field House
Station Approach
Harlow CM20 2FS
Telephone: (0845) 601 4771
Website: <http://www.ofsted.gov.uk/>

SIGNED:.....

NAME: (Chair of the Management Committee)

DATE: