

## **Formal Complaints Procedure**

**The Wisbech Adventure Playground aims to provide high quality services for everyone but accept that sometimes things do not always go to plan. We want to know about concerns, so that we can put them right and learn from our mistakes.**

**This procedure is available on the premises at all times.**

Under normal circumstances, the Lead Playworker will be responsible for managing complaints. If a complaint is made against the Lead Playworker, then the next layer of management will conduct the investigation. If a communication with a member of the public gives cause for concern, it will be logged on an incident form. The APG is committed to open and regular contact with parents/carers and the wider community and welcomes all comments on its services, regardless of whether they are positive or negative.

If there is good reason to believe that the situation has child protection implications, then the actions set out within our 'Child Protection and Safeguarding Policy' will be followed.

Anyone wishing to make a complaint is requested to do the following:

1. Speak directly to the relevant member of staff, if deemed appropriate. Usually, any issues can be resolved at this stage.
2. If not, the Lead Playworker should be approached, and they will try to resolve the problem.
3. If a satisfactory resolution is not reached, parents/carers should put their complaint in writing to the Lead Playworker, or the complaint may be recorded on behalf of the complainant by a member of staff or another representative. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
4. The APG will acknowledge receipt of the complaint as soon as possible – within three to seven working days.
5. The matter will be fully investigated within 15-20 working days. If there is any delay, the APG will advise the complainant of this and offer an explanation.
6. The Lead Playworker will be responsible for sending a full and formal response to the complaint and copying in all other relevant parties as appropriate
7. The formal response to the complaint from the APG will be sent to the parent/carer concerns and copied to all relevant members of staff as appropriate. The response will include any resulting changes to policy and practice
8. If needed, the Lead Playworker will arrange a time to meet with the person making the complaint and any other relevant individuals, such as members of staff, to discuss the complaint and the APG's response to it. The Lead Playworker will judge if it is best for all parties to meet together or if individual meetings are more appropriate.
9. A formal record of all meetings should be taken and made available for those concerned should they wish to see them.
10. If the person making the complaint is unhappy with the response they have received, the original complaint along with the APG's response will be passed to the next layer or management. A detailed response will be given, including any actions to be taken, to both the lead Playworker and the complainant, within 20 working days of receiving all relevant information.

**Records of all complaints must be retained for a period of 10 years on which the record was made. A summary of complaints must be available to parents on request**

Reviewed 17-01-22	Violet Loveridge	Lead Playworker
Next Review 17-01-24		