


CAMBRIDGE JOINT PLAYSCHEMES

Registered Charity No: 1045987

COMPLAINTS POLICY

Policy Information	
Version Number:	V4.1 Policy Operational date: July 2012
Policy reviewed by:	Playscheme Manager
Approved by: Chair of Trustees	Date: 25/09/2018 Signed: 
Policy review date:	October 2021

This Policy aims to provide an easy process for all users and partnership bodies etc to put forward any issues they may have about our service or incidents they may have encountered. This should then in turn enable us to prevent future problems and to improve all our services as well as a chance to put things right.

Our Policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make available to any concerned person our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Cambridge Joint Playschemes 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 we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Cambridge Joint Playscheme's procedures or team member.

Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in Cambridge Joint Playscheme. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

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

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees.

PROCEDURES

For the complainant

Will I achieve anything if I complain?

It is important that you feel able to make a complaint without worrying about how we will respond. We want to stress that we will not be offended or upset if you complain. We will not treat you differently in the future just because you have complained. We have a Complaints Policy which is based on the following values:

- Respect - We treat everyone with fairness, respect and dignity
- Approach - We put as much emphasis on the way we do things as on what we do
- Partnership - We develop open communication and equal relationships with our service users, staff and partners which value their contributions and enable us to work together effectively
- Openness - We are open, positive and flexible towards new ideas and encourage innovation and creativity that improves the outcomes from our services
- Delivery - We do what we say we will do and are accountable for our actions

1. How to contact us:

- In writing (letter or e-mail) as the preferred method, giving as much detail as possible.
- In person to any member of staff. If the complaint is of a serious nature then you should make the complaint to the Play Scheme Manager.
- By telephone after which an acknowledgement and response will be sent out in writing.

Contact:

Chair of Trustees
Cambridge Joint Playschemes
73 High Street
Little Shelford
Cambridge CB22 5ES

davidjhjones@btinternet.com

Tel: 01223 847213

2. You should complain if:

- You are unhappy with how an enquiry has been dealt with
- If you are unhappy with how a member of staff has treated you
- If you are unhappy with the way your child has been treated
- You are unhappy with any aspect of our service
- You have not received the service or facilities that were promised to you

3. What happens next?

- Where possible we will acknowledge receipt of your complaint within three working days
- Your complaint will be passed to the Play Scheme Manager or other relevant team member or Trustee and a written reply sent out within 10 working days
- If your complaint will require further investigation and will not be completed within the ten days you will receive notification of the progress
- You will receive an apology if we are to be found at fault
- If the fault is ours every effort will be made to instigate measures to put things right

4. The Process:

Stage one

- Where possible we aim to resolve all complaints at the initial stage of reporting. For reasons outside our control, such as legal implications or the involvement of other organisations, this may not be possible. In this case the situation will be explained and referred on or a timescale for the satisfactory completion agreed.

Stage two

- If you are not satisfied with the outcome of your complaint you may refer it to the Cambridge Joint Playschemes Committee of Trustees.

Stage three

- If you require further assistance and are still not satisfied with the outcome then you may get free independent advice from your local Citizens Advice Bureau see <https://www.citizensadvice.org.uk/>
- You can also contact the Charity Commission for further advice where information about the kind of complaints the Commission can involve itself in are detailed: <https://www.gov.uk/complain-about-charity>

5. Anonymous complaints:

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.