



**THE BIG STEP!**  
**COMPLAINTS POLICY**  
**VERSION: 1.0**



**THE BIG STEP! Will review all policies annually to ensure they are relevant and are updated with the most up to date information.**

<b>Reviewed Yearly by:</b>	
<b>The manager of THE BIG STEP!</b>	<b>Dan Leverton</b>
<b>Date</b>	<b>30<sup>th</sup> June 2018</b>
<b>Review Date</b>	<b>30<sup>th</sup> June 2019</b>

<b>Date</b>	<b>Version</b>	<b>Amendments</b>	<b>Number of new version</b>
<b>30<sup>th</sup> June 2017</b>		<b>New policy put in place</b>	<b>1.0</b>



## **Introduction**

The Big Step! is run for our users and value the opinions and suggestions of staff, parents/ carers and children alike. We run an open policy of discussion where we encourage all parties to freely discuss any matter relating to the wellbeing, happiness and safety of the children with any member of staff.

## **Verbal Complaints**

Verbal complaints will be logged by the relevant member of staff and brought to the attention of the Manager at the earliest opportunity. The manager will review the complaint and decide on any relevant action to be taken. It is our policy to resolve any minor issues that Parents / Carers or the children may have within 5 working days.

Should an investigation be required into any matter reported, the manager may request the person making the complaint to complain in writing. All written complaints will be acknowledged in writing within five working days of receiving the complaint and a full written response will be issued within 28 days, following full and thorough investigation of the complaint.

## **Procedure**

The Manager will follow the complaint guidelines stated below:

1. Every complaint will be afforded the strictest confidence and discussion will remain between the parties concerned and the Manager.
2. On receipt of the verbal complaint the Manager will contact the relevant person within 24 hours to acknowledge the details and clarify any queries.
3. The Manager will meet with all relevant parties to discuss the issues raised and endeavour to resolve any misunderstandings or correct any issue deemed to be agreed as needing action. A plan of action will be agreed and if required will be put into writing for both parties to acknowledge.
4. A note of all verbal complaints will be logged by the member of staff to whom it was reported and the Manager will acknowledge with brief notes on action taken.
5. Written complaints either by e-mail, letter or on the formal complaints form will be acknowledged in writing within five working days. The person will be informed of the complaints procedure and their right to refer to Ofsted, should The Big Step! fail to satisfy their complaint with action deemed acceptable to them.



Email Address: [info@thebigstep.org](mailto:info@thebigstep.org)  
Telephone Number: 07850163498

6. A full and thorough investigation will be carried out and documented by the Manager, through verbal interviewing and discussion with all relevant parties involved. Should the Manager consider that an accusation be deemed so serious as to question the safety of any children in our care or that they may be at risk in any way, immediate action will be taken to remove the person involved, against whom the accusation has been made, or rectify / make safe any area that is of concern.

7. On completion of the investigation, within 28 days, the Manager will meet with all parties to discuss the complaint and the contents of that meeting will be documented. The manager will endeavour to resolve any issues or take appropriate action to rectify any upheld complaint.

8. All records of complaints will be held on file for inspection by parents /carers upon request.

### Time Line

<b>Verbal Complaint – Minor issue</b> <ul style="list-style-type: none"><li>- Brought to the attention of the manager, who will call the relevant person within 24 hours to verify information</li><li>- Complaint to be resolved within 5 working days</li></ul>
<b>Verbal Complaint – Requires investigation</b> <ul style="list-style-type: none"><li>- Logged by the relevant staff member</li><li>- Brought to the attention of the manager, who will call the relevant person within 24 hours to verify information</li><li>- A written response within 28 working days</li></ul>
<b>Written Complaint</b> <ul style="list-style-type: none"><li>- Acknowledged within 5 working days</li><li>- A meeting or written response within 28 working days</li></ul>

### Useful Contacts:



### Ofsted;

Ofsted is the Office for Standards in Education, Children's Services and Skills. It inspects and regulates services which care for children and young people, and those providing education and skills for learners of all ages.

General helpline: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### LADO;

Local Authority Designated Officers (LADOs) have the responsibility of managing and overseeing allegations made against those who work or volunteer with children. If the allegation relates to the person in their personal life, for example, as a parent/relative/friend, a MASH referral should be made. However, if the allegation relates to their working/volunteering role, you should instead make a LADO referral or request LADO advice directly from the LADO Service. The contact details are:

- LADO helpline: 01392 384964
- secure email address: [ladosecure-mailbox@devon.gcsx.gov.uk](mailto:ladosecure-mailbox@devon.gcsx.gov.uk).