

Complaints Procedure for Service Participants.

Section 1.	Object of Policy	P.2
Section 2.	Responsibility of Staff	P.2
Section 3.	Stage One	P.2
Section 4.	Stage Two	P.3
Section 5.	Stage Three	P.4

This policy links with:

- Help us to get it right procedures.

The Sunshine Centre Complaints procedure Guidelines

1: Object of policy

The object of the Complaints Procedure is to enable families involved with the Sunshine Centre to make complaints about the service they receive and have them considered.

Who may complain?

Any member of a family using the project or a representative on behalf of any such family may make a complaint.

Definition of a complaint

In this context, a complaint means the expression of dissatisfaction with the service and that dissatisfaction recorded and /or considered for improvement of the service and removal of the dissatisfaction.

Complaints are required to be made in writing and addressed to the Centre Manager or Chair of Trustees. The sunshine Centre. Edmunds Road. Banbury. Oxfordshire. OX16 OPJ

2: Responsibility of the staff

The Sunshine Centre will respond sensitively and helpfully to families and those acting on their behalf who may express concern.

3: Stage one

- i. Staff should give information about complaints procedure and assist Complainants with the procedure.
- ii. Staff must advise families who feel that they may have been subject to racial discrimination that they have the right to use the provisions of the Race Relation Act.

- iii. There should be no delay in giving this information, as there is a three-month time limit for making applications under the Act. It is of course, for the person concerned to decide whether to use that process, and it is advisable to take specialist advice before proceeding.
- iv. The Centre Manager, or the Chair of Trustees if the complaint is in relation to the Centre Manager is responsible for ensuring the smooth working of the Complaints Procedure.
- v. The details of the response, and the outcome of the way in which the complaint was considered, shall be recorded with the written complaint.
- vi. Written responses must be sent in all cases to the Complainants. Further information shall be included in the written response outlining the further steps in the Procedure which can be taken if the response is not satisfactory to the Complainant.

If the Complainant is satisfied with the outcome, no further action needs to be taken as far as the Complainant is concerned.

4: Stage two

If the Complainant is not satisfied, or wishes from the start when making the written complaint to have it more formally considered, the following procedure shall apply:

- i. On receiving a reply to the response that it does not satisfy the Complainant, or on receipt of the written complaint that the Complainant wishes to go straight to this stage, the Co-ordinator shall acknowledge receipt of the reply of the written complaint, send a copy of the Record of Complaint form to The Chair of Directors.
- ii. The Chairperson decides on a member of The Board of Directors who shall further investigate the complaint independently of the centre manager and the Chairperson. Depending on the nature of the complaint and it's seriousness, he/she may be joined in the investigation by another member of senior management or a director or an outside body.

- iii. A written report of the independent investigation shall be made and recorded with the written complaint and a copy sent to the Chairperson.
- iv. A further response to the complaint shall be drawn up, considering the report of the investigation, and shall be made by the Chairperson to the Complainant.

If the Complainant is satisfied with the result of the investigation and the further response, no further action needs then be taken as far as the Complainant is concerned.

Stage 2 shall be completed within four weeks of the commencement of the stage.

5: Stage three

If the Complainant is not satisfied with the response drawn up after the investigation, the following procedure shall apply:

- i. The continued dissatisfaction of the Complainant should be submitted in writing and should be recorded. If sufficient reason for the dissatisfaction is not included in the written paper, more details of the reasons should be sought from the Complainant and recorded.
- ii. A special meeting of the Directors should be called (there should be provision for an outside body, e.g., a representative of the funding agency to be present). Each member of the Directors shall receive a file of all the written papers concerning the complaint. The Chairperson, Centre Manager and those involved in the investigation shall attend for the purpose of reporting and giving information, but, in the interests of natural justice, shall leave the meeting before any decision is taken. In these circumstances, the Vice Chairperson, or another person elected for the purpose, will facilitate the discussion and decision-making process.
- iii. A written response shall be drawn up as a result of any decisions taken at the Special Meeting by the person who chaired the

meeting and that responses shall be recorded with the written complaint and sent to the Complainant.

The Special Meeting shall be called within four weeks of the commencement of this stage and the response shall be sent to the Complainant within one week of the meeting.

This marks the end of the Complaints Procedure and if the Complainant remains dissatisfied, he/she should be informed by the Centre Manager or Chair of Trustees of any other separate procedure which may be appropriate to the case.

Please Note:

The role of the registering body

Ofsted is now our regulatory body. Complaints may be made to Ofsted, who have a duty to investigate any complaint made.