



MARCHES FAMILY NETWORK

USER COMPLAINT PROCEDURES POLICY

Policy Statement

The User Complaint Procedure applies to external complaints made by any person who uses any aspect of the services of Marches Family Network. This could be anyone who is not satisfied with any service supplied by Marches Family Network. The complaint may be about a person who works for Marches Family Network as a member of staff, or a volunteer assisting in some way, or a director or trustee, or against the Charity as a whole.

Marches Family Network's User Complaint Procedure aims to deal with any complaints quickly, fairly and consistently. Every effort will be made to resolve issues at the earliest possible stage and to settle the issue amicably.

A complaint may result in the initiating of disciplinary procedures. If this is the case, the matters will be dealt with separately and in the order that they arose.

At each stage of the procedure, a person making a complaint may be accompanied by a lay person of their choice. The date and time of a complaint hearing will be agreed and adequate time will be allowed for preparation.

The Procedure

The procedure is in three stages, though it is intended that efforts will be made to settle each matter as early as possible and later stages may not be necessary.

Stage 1

Any complaint should first be put into writing - preferably on a User Complaint Form which can be supplied by the office (01568 614908) on request. (Copy follows this policy)

If the complaint arises from an activity session, it should be made to the Group Leader.

If the complaint arises from other circumstances, or is about a Group Leader, it should be made to the Manager.

If the complaint is about the Manager or a Trustee, it should be made to the Board of Trustees.

All complaints must be sent to:-

**Marches Family Network
Office 5 Evans Easy Space Business Centre
Brunel Road
Leominster Enterprise Park
Leominster
HR6 8NJ**

Marches Family Network will notify receipt of the complaint within 7 days of receiving it and endeavor to respond with an agreed outcome within 28 days.

If the complainant is not happy with the outcome, he/she should write to the Board of Trustees, using the office address given above, within ten days, asking for the complaint to proceed to Stage 2.

Stage 2

The Manager will investigate the matter and convene a panel of no less than two other Trustees (together with an Adviser if it is deemed appropriate) to hear the complaint. If the complaint is about the Manager, a Trustee will assume this role. Evidence will be brought to the hearing, which will take place if possible within ten working days (subject to holiday or sickness), of the matter being raised at stage 2.

If the complainant is not happy with the outcome of stage 2, he/she should write to the Chairperson of the Trustees, within ten working days, to ask for the complaint to go on to Stage 3, an Appeal.

Stage 3

The Appeals meeting will be held as soon as possible, but no later than fifteen working days (subject to holiday or sickness) from the request for the appeal.

The Appeals Panel must consist of the Chairperson and at least one other different Trustee, not previously involved in this case (together with an Adviser if it is considered appropriate).

The Appeals panel will hear all sides of the case and come to a decision as to the way forward.

The decision of the Appeals Panel will be final.

Notes

- A written record of all complaints and concerns and their outcomes will be kept for a minimum of 3 years
- Marches Family Network will provide Ofsted, on request, relevant written documentation in connection with a complaint
- Appropriate written records are available to relevant parents unless there are issues around the best interest of the child and Data Protection Act or Company Law
- Documentation relating to complaints will be kept safely and in a confidential place

See User Complaint Form (attached)

Our services for children under 8 years of age are regulated by Ofsted. Therefore if a complaint is in connection with any aspect of our service affecting children of 8 years of age and under the complainant can contact Ofsted – details below:-

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

TEL: 0300 123 1231
EMAIL: enquiries@ofsted.gov.uk

Approved by Trustee Board **July 2016**

Signed

Print Name

Review date **June 2018**