

## POLICIES AND PROCEDURES

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### Complaints Policy Including Procedure Flowchart (Appendix 1)

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Approved at team meeting (date)	12/04/16
Cross Reference	CYP Registration Form, Complaints Procedure Flowchart

#### Purpose of this document

The Complaints Policy enables children/young people (CYP) and their families being supported by Aspired Futures (AF) to make complaints about the service which will be taken seriously and fully considered.

#### Details of Policy

AF agree a complaint to be

- *‘the expression of dissatisfaction with the service provided and the wish to have that dissatisfaction recorded and/or considered for improvement of the service and for the removal of dissatisfaction’*

Any trustee, staff, volunteer, partner agency or service user being supported by AF or a representative on behalf of any service user being supported may make a complaint. A complaint may also be received at any time directly from OFSTED. Parents/carers should also be informed that at any time during the complaint process they have the choice to contact OFSTED directly themselves.

#### **Responsibility of staff and volunteers**

- AF Trustees, Staff and Volunteers need to be sensitive and helpful to all the service users, and those acting on their behalf, who express a concern. This is part of AF commitment to a high quality service. Staff and volunteers should give information about the Complaints Policy and help complainants to understand the process.
- Staff and volunteers must advise parents/carers of service users, who feel that they may have been subject to racial discrimination that they also have the right to use the provisions of the Race Relations Act. There should be no delay in giving this information since there is a three-month time limit for making applications under the Act. However, it is up to the person concerned to decide whether to use that process and it is advisable for them to take specialist advice before proceeding.
- The AF Senior Staff members are responsible for ensuring the smooth working of the Complaints Procedure. They will follow the complaints flow chart procedures (Appendix 1) ensuring all personal involved are kept fully informed at each step of the process.
- AF must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

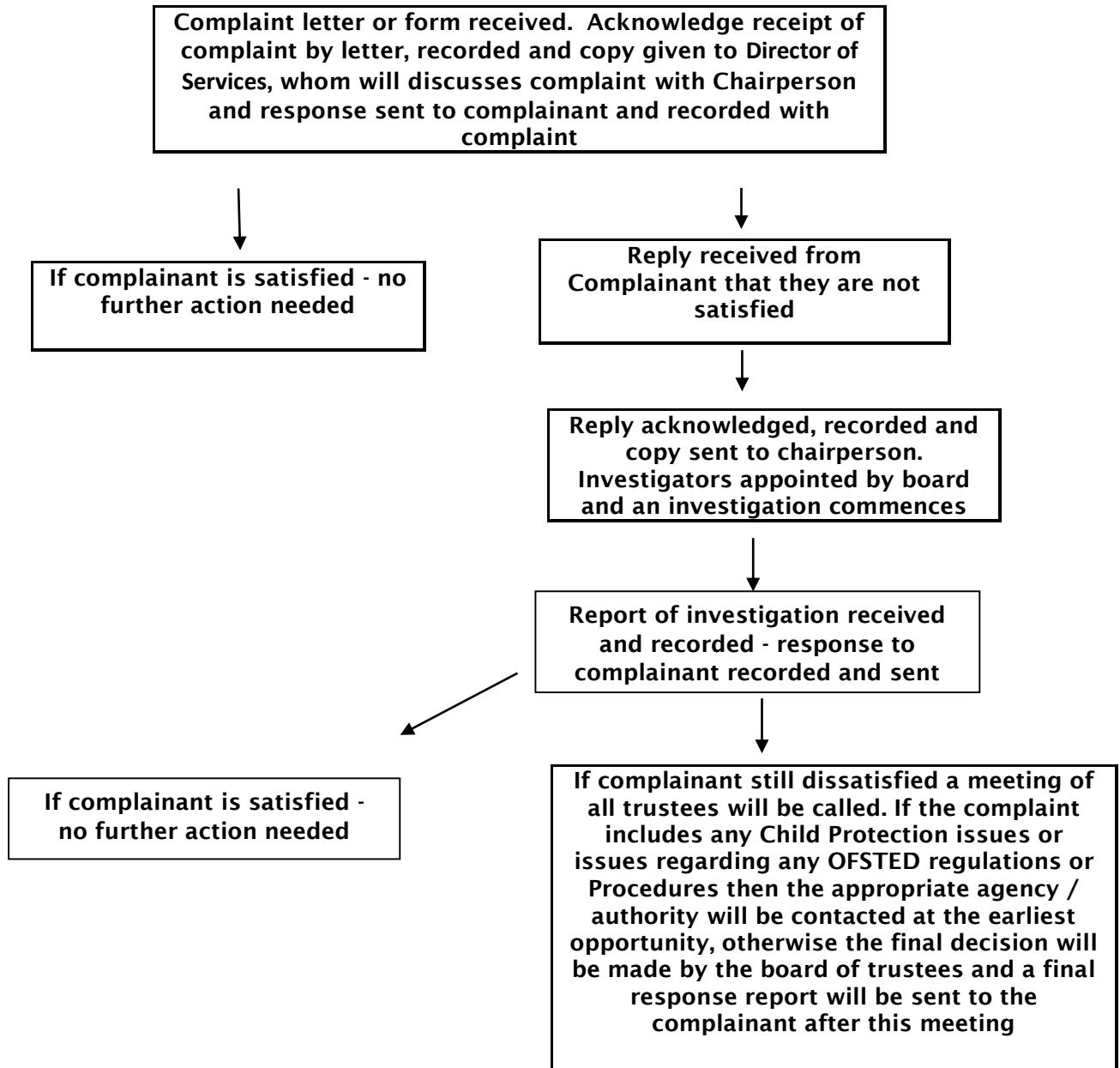
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- AF must provide OFSTED on request with a written record of all complaints made during any specified period and the action, which was taken as a result of each complaint.
- All records of complaints must be kept for at least 3 years according to OFSTED requirements. If requested by OFSTED in this timeframe they must be produced.
- Two separate complaint form folders must be held by Head Office in accordance with OFSTED. One containing blank forms (Appendix 2 and 3) and a second containing forms that have been completed.

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Appendix 1

### AF COMPLAINTS PROCEDURE FLOW CHART





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Appendix 2

### Complaint Form To Be Completed By The Complainant

Aspired Futures (to be completed by office)	
Complaint No:	
If the complainant is acting on behalf of a child, young person or adult then please include his or her personal details as well as the person the complaint regards to.	
Name:	Name:
Address: (including postcode)	Address: (including postcode)
Contact Phone No:	Contact Phone No:
Details of complaint  (Please continue on a separate sheet if necessary)	

Signed..... Date.....

All parents and carers have the right to complain directly to Ofsted with any issues they have with the Aspired Futures services, all parent/carer are given the details of how to contact Ofsted when they complete the registration form.

When you have completed this form, please send to:

Aspired Futures  
Kensington Resource Centre  
The Lodge  
216 Whitegate Drive  
Blackpool  
FY3 9JL

Aspired Futures Ltd: a Company Limited by Guarantee (England). Registered office Aspired Futures Ltd. Kensington Foundation Resource Centre, 216 Whitegate Drive, Blackpool, FY3 9JL  
Registration number 07381445 : Charity Registration number 1143507



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Appendix 3: Record of Complaints Form					
Name of Setting					
Name of Person making the complaint & source					
Date and time of complaint					
Area of Statutory Framework to which the complaint relates	Safeguarding & promoting children's welfare	Suitable people	Suitable premises, environment & equipment	Organisation	Documentation
Nature of the complaint					
Which Register does the complaint relate to					
Action taken in response to the complaint and names of investigator(s) (within 28 days for Early Years Register and 28 days for Childcare Register)					
The outcome of the investigation/any changes to existing procedure(s) (within 28 days for Early Years Register and 28 days for Childcare Register)					
Information & findings of this complaint shared with	Parents?		Ofsted? Date:		
	Date (within 28 days):				
Name:	Date:				
Position:					
Signed:					