

# **14 - COMPLAINTS POLICY**

## **Let Us Play Scheme**

(Play Scheme for children with profound and multiple learning difficulties)

**Registered Charity No 1072059**

<b>Date of Policy Issued/Review</b>	<b>01 March 2022</b>
<b>Name of Chairperson</b>	<b>Juliet Cheriton-Gerard</b>
<b>Signature of Chairperson</b>	
<b>Management Committee Name</b>	<b>Matthew Lewis</b>
<b>Management Committee Signature</b>	
<b>Review date</b>	<b>01 March 2023</b>

### **POLICY STATEMENT**

At LUPS we aim to provide the highest quality play provision and care for all our children and young people.

We aim to offer a welcome to each individual child, young person and their parent carers, and to provide a warm and caring environment within which each child and young person can learn and develop as they play.

We believe children, young people and parent carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parent carers and we welcome suggestions on how to improve our group at any time.

### **MAKING CONCERNNS KNOWN**

A parent carer who is uneasy about any aspect of the group's provision should first talk over any worries or anxieties with a senior member of LUPS management who are on site throughout playscheme. Outside of when the playscheme is operating, parent carers are encouraged to speak to the Chairperson.

If this does not have a satisfactory outcome or the problem reoccurs, the parent carer should put the concerns or the complaint in writing requesting a meeting to the senior management team or Chairperson. The parent carer and the management team member should have a supporter present with them if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally at this stage

If the matter is still not resolved to the parent's satisfaction the parent carer should again contact the Chairperson.

If parent carer and group cannot reach agreement it might be helpful to call in an external mediator – one who is impartial to both parties to listen to both sides and offer advice.

A Mediator has no legal powers but can help clarify the situation.

The Mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The Mediator will keep all discussions confidential. They would meet with the group if requested and will keep an agreed written record of any meetings that are held or any advice they have given.

## **ROLE OF THE REGISTERING AUTHORITY**

In some circumstances it will be necessary to bring in the local authority registration (Hampshire County Council) and inspectors (Ofsted), who have a duty to ensure laid down requirements are adhered to and with whom LUPS works in partnership to encourage high standards.

The registering authority would be involved if a child or young person appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these circumstances both the parent carer and the play scheme would be informed and the relevant authority would conduct a full and proper investigation of the complaint followed by the appropriate action.

In the unforeseen eventuality that a complaint cannot be resolved at one of the earlier stages then correspondence can be directed to OFSTED. They also have a website that you can visit to gain further information – [www.ofsted.gov.uk](http://www.ofsted.gov.uk). Please find the contact details below:

**Write:**

OFSTED (South)  
Freshford House  
Redcliffe Way  
Bristol  
BS1 6NL

**Telephone:**

- **08456 404045** about education, adult skills, or local authority children's services
- **08456 404040** about anything else.

**Email:**

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

## **SUMMARY**

We believe that most complaints are made constructively and can invariably be resolved at an early stage. We also believe that it is in the best interest of LUPS and the parent carers that complaints should be taken seriously and dealt with fairly in a way that respects confidentiality.

## **ASSOCIATED POLICY'S**

- Admissions Policy (2)
- Safeguarding Policy (5)
- Confidentiality Policy (7)
- Equality & Diversity Policy (6)