



Complaints Policy

HTAFC recognises that everyone who comes uses the services of the organisation has the right to a high standard of service, as well as a right to complain if they are not happy with the standard of service they receive. Learning from complaints helps HTAFC improve the services that it provides. Therefore, the purpose of this policy and the subsequent procedure is to:

- a. Help HTAFC to provide a service of the highest standard to everyone concerned with the organisation
- b. Help HTAFC to ensure that children and families using - or wishing to use - the organisations services know that they have a right to complain about them if they need to
- c. Help HTAFC to deal with complaints in a positive way and to use them to improve the quality of services offered and provided
- d. Set out the issues that could be covered under this procedure
- e. Set out the steps that children, young people and their families should take if they wish to make a complaint
- f. Set out how HTAFC will deal with complaints in a fair and consistent way

This policy and procedure applies to all children and families attending, or wishing to make use of the services provided by HTAFC.

The complaints procedure is not intended to be used by HTAFC staff members or volunteers who are unhappy about their own experience in the workplace. In these circumstances, HTAFC staff members should use the Grievance Procedure found in the Employee Handbook and HTAFC volunteers should use the Complaints Procedure for Volunteers found in the Volunteers Handbook.

It is also not intended to cover concerns that staff or volunteers may have about issues of possible malpractice or wrongdoing in the workplace. These should be dealt with under the **Whistle Blowing Policy** found in this Handbook.

If anyone, whether staff member, volunteer, child or family member, is concerned that a child or children may be at risk of harm, they should use HTAFC's Child Protection Policies & Procedures as outlined in this Handbook - rather than this complaints policy and procedure.

HTAFC will seek to deal with complaints by:

- Defining clearly what is meant by a complaint
- Setting out a procedure that can be easily followed and understood
- Making sure that everyone knows about the policy and procedure
- Producing child and family friendly material explaining this policy and procedure
- Reassuring people that they will not be penalised in any way for using HTAFC's complaints procedure and that the organisation will always respond positively to any complaints made in good faith
- Offering extra support to those who need help to make a complaint
- Taking a staged approach to complaints that takes account of the level of seriousness and the possibility of resolution at different points
- Investigating each complaint as objectively and fully as it reasonably can
- Keeping the complainant informed during the course of the investigation and of the outcome of their complaint
- Keeping clear records of complaints and of how they are resolved

Reviewed & Updated: September 2019

HTAFC will review this Complaints Policy and good practice at least annually.