



## COMPLAINTS POLICY & PROCEDURES

### Principles:

- a. The Let's Play Project is committed to running services that are open and responsive to the views and concerns of the young people/vulnerable adults and their families who use the Let's Play Project.
- b. All feedback about the Let's Play Project, both positive and negative is helpful in enabling us to ensure that services are of the highest possible standard.

### **1. Policy:**

- a. All complaints will be handled fairly and respectfully without bias for all parties concerned
- b. The Let's Play Complaints Procedure allows us to take responsibility for our services and enable us to ensure our service users receive the high quality provision that all young people and their families deserve.
- c. The Let's Play Project is committed to towards staff and volunteers in ensuring they are not victimised or unnecessarily blamed. Any complaint will be treated in a confidential manner.

### **2. Procedures:**

- a. If you have a concern about any aspect of our provision please talk to the Manager or Co-ordinators.
- b. If you do not feel able to do that, or if you have communicated your concern and do not feel that you have been heard **please follow the formal complaints procedure outlined below:**
- c. For allegations regarding Safeguarding against staff and volunteers, contact:

Alison Beasley – Acting LADO  
Telephone: 01865 323457  
Email: [Alison.beesley@oxfordshire.gov.uk](mailto:Alison.beesley@oxfordshire.gov.uk)

Let's Play Project. St Mary's School, School Lane. Banbury. Oxon OX16 2EG.



Registered Charity No. 1111944

## 2.1 **Formal complaints procedure:**

### a. **Stage One:**

- 1) Put your complaint in writing and send it to:
- 2) The Chairperson,  
The Let's Play Trustees,  
St Mary's School, School Lane,  
Southam Road,  
Banbury,  
Oxfordshire OX16 2EG

### b. **Stage Two:**

- 1) You will receive a letter acknowledging receipt of your complaint. You will receive this within **5 working days** after we have received your written complaint.
- 2) An investigation will then be carried out. This may involve you meeting with the Manager or a Trustee to clarify the details of your complaint. The Manager will liaise with the Chairperson of the Trustees. It may also be necessary to consult other members of the board of Trustees or other families who may be directly involved in the complaint. Any concerns about this should be considered at the initial meeting.
- 3) Should there be an allegation of a criminal offence or safeguarding (child protection) concern the appropriate agencies will be consulted immediately.

### c. **Stage Three:**

Following investigation you will be notified of the outcome in writing, including any action taken. This should take place within **28** days of the Chairperson receiving your initial complaint – if this is delayed you will be informed of the reason for this delay.

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d. **Stage Four:**

If you are not satisfied with the outcome then you have the right to appeal in writing to a Manager and Trustee who have not previously been involved. If necessary an independent facilitator can be brought in to bring about a satisfactory conclusion.

- e. Records will be kept of any meetings held and correspondence by both parties. Copies will be held on file and retained in accordance with the Data Protection Act 1988.

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