



## 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 and their families who use the Let's Play Project.
- b. All feedback about the Let's Play Project, both positive and negative is welcomed and helps to enable us to ensure that services are of the highest standard and meet the needs of the young people and families.

### **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 a high-quality provision.
- c. The Let's Play Project is committed to ensuring 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 Operations Manager or Activities Manager.
- 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:

Local Authority Designated Officer  
Telephone: 01865 810603  
Email: LADO.SafeguardingChildren@Oxfordshire.gov.uk

Let's Play Project, Orchard's View, Twyford Road, Banbury, OX17 3JL



## **2.1 For all other Formal complaints - procedure:**

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

- 1) Put your complaint in writing and send it to:
- 2) The Chairperson,  
The Let's Play Trustees,  
Orchards View  
Twyford Road  
Twyford  
Banbury  
OX17 3JL

### **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. You have the right to be accompanied.
- 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 the 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.