

Burgh After School Club



Complaints Policy

Who is this document for?

The Complaints Policy is for all Service users of Burgh After School Club (BASC), all staff and volunteers working within BASC.

Why does BASC need this Policy?

BASC is fully committed to providing a quality service to all of its service users and staff, and welcomes being informed when this is not the case. No person making a complaint shall be victimised and the process aims to be fair and transparent.

Complaints Policy:

All users of the club and its staff have a right to complain and to have their complaint heard in a fair and unbiased manner. There is also a right of appeal if the complainant is unhappy with the outcome of the complaint.

All complaints, whether formal or informal, will be recorded and presented to the Care Inspectorate when requested to do so.

How to make a complaint:

- Complaints can be made to a member of staff, the Club Manager (Lead Practitioner), the BASC Management Committee or the Care Inspectorate. (Contact details can be found at the end of this document).
- A complaint can be made informally or formally.

Informal Complaint:

- Where an approach regarding a complaint has been made informally, the staff member approached will listen carefully and discuss the complaint with the parent. If the complaint is resolved, the staff member will advise the manager who will record the complaint and its outcome.
- If the situation is not resolved to everyone's satisfaction, then further investigation may be necessary. This will be done within 10 working days. If a delay is unavoidable, the complainant will be told and the reason explained.

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- If, after further investigation, the matter is not resolved then the formal process begins.

Formal Complaint:

- The complaint should be put in writing to the club manager or, if preferred, to the management committee, who will acknowledge receipt of the complaint.
- The complaint will be investigated and responded to within 10 working days.
- In cases where more complex complaints require additional time to investigate, all parties will be kept informed of progress on a weekly basis.
- A confidential written record of the complaint and agreed outcome will be kept and shared with all parties involved.
- If the matter is still unresolved an appeals process will be followed.

Appeal:

- If the parent/complainant are not satisfied that the problem has been resolved, they should contact the club manager or management committee again in writing.
- If no agreement can be reached, a mediator who is acceptable to both parties will be invited to listen to both sides and offer advice.
- Confidential written notes of the meeting will be kept and all discussions will be held in confidence.
- It may become necessary to involve the Care Inspectorate if it is considered that there has been a breach of regulations.

Contact details:

Burgh After School Club

Kilwinning Street,

Musselburgh.

EH21 7EE

Tel: 07999 144 197

Scottish Charity No: SCO23616

Burgh After School Club Management Committee

Email: admin@burghasc.co.uk

Burgh After School Club

The Care Inspectorate for Scotland

Care Inspectorate,

Stuart House,

Eskmills,

Musselburgh.

EH21 7PB

Tel: 0131 653 4100

This policy will be kept readily available for all to read.

All staff will have a working knowledge of this policy.

This policy will be kept up-to-date and will be reviewed annually.

May 2017