

# COMPLAINTS & GRIEVANCE PROCEDURE

Record of updates

<b>Complaints Procedure</b>		
<b>Policy Created:</b>	<b>March 2011</b>	
<b>Adopted by Trustees:</b>	<b>March 2011</b>	
<b>Revision Completed:</b>	<b>March 2012</b>	
<b>Revision Completed:</b>	<b>March 2013</b>	
<b>Revision Completed:</b>	<b>March 2014</b>	
<b>Revision Completed:</b>	<b>March 2015</b>	
<b>Revision Due:</b>	<b>March 2016</b>	
<b>Revision Due:</b>	<b>March 2019</b>	
<b>Revision Due:</b>	<b>October 2021</b>	
<b>DOCUMENT VERSION CONTROL</b>		
Issue No.	Issue Date	Summary of changes
1	March 2011	Original Policy
2	February 2012	Wording changes
3	April 2012	Wording changes
4	May 2012	Wording changes
5	March 2013	No amendments
6	February 2014	Amended Form
7	March 2015	No amendments
8	May 2016	Added childcare complaint flow chart
9	May 2019	Form GDPR compliant, Ofsted phone number/ email update
10	October 2020	No amendments
11	Sept 2021	ACAS info added

## COMPLAINTS & GRIEVANCE POLICY

### Statement to Parents/Carers/Clients

We want you to be happy with all of our services. That is why we are always asking you for your views about how well we are meeting your needs and those of your children. Sometimes things go wrong – please tell us straight away so that we can put things right for you. We want you to tell us – don't just stop coming to the Centre or go home and worry about it. We are always happy to hear from you – negative as well as positive.

#### Putting things right

The RISE Trust aims to:

- treat complaints seriously and deal with them efficiently
- resolve complaints promptly and informally whenever possible
- learn from complaints and take action to improve our service.

#### What to do if you have a complaint/grievance

If you know the name or title of the member of staff your complaint relates to, you should make your complaint directly to that member of staff. It will be helpful if you refer to this procedure when you make your complaint/grievance. Please ask for a copy of The RISE Trust Complaint Form for completion. (See attached).

You can complain about the RISE Trust or a member of Trust staff in writing, by email, phone or in person. If you want to make a complaint in person you will need to make an appointment to meet with the relevant locality manager (or line manager if you are an employee).

#### What happens next?

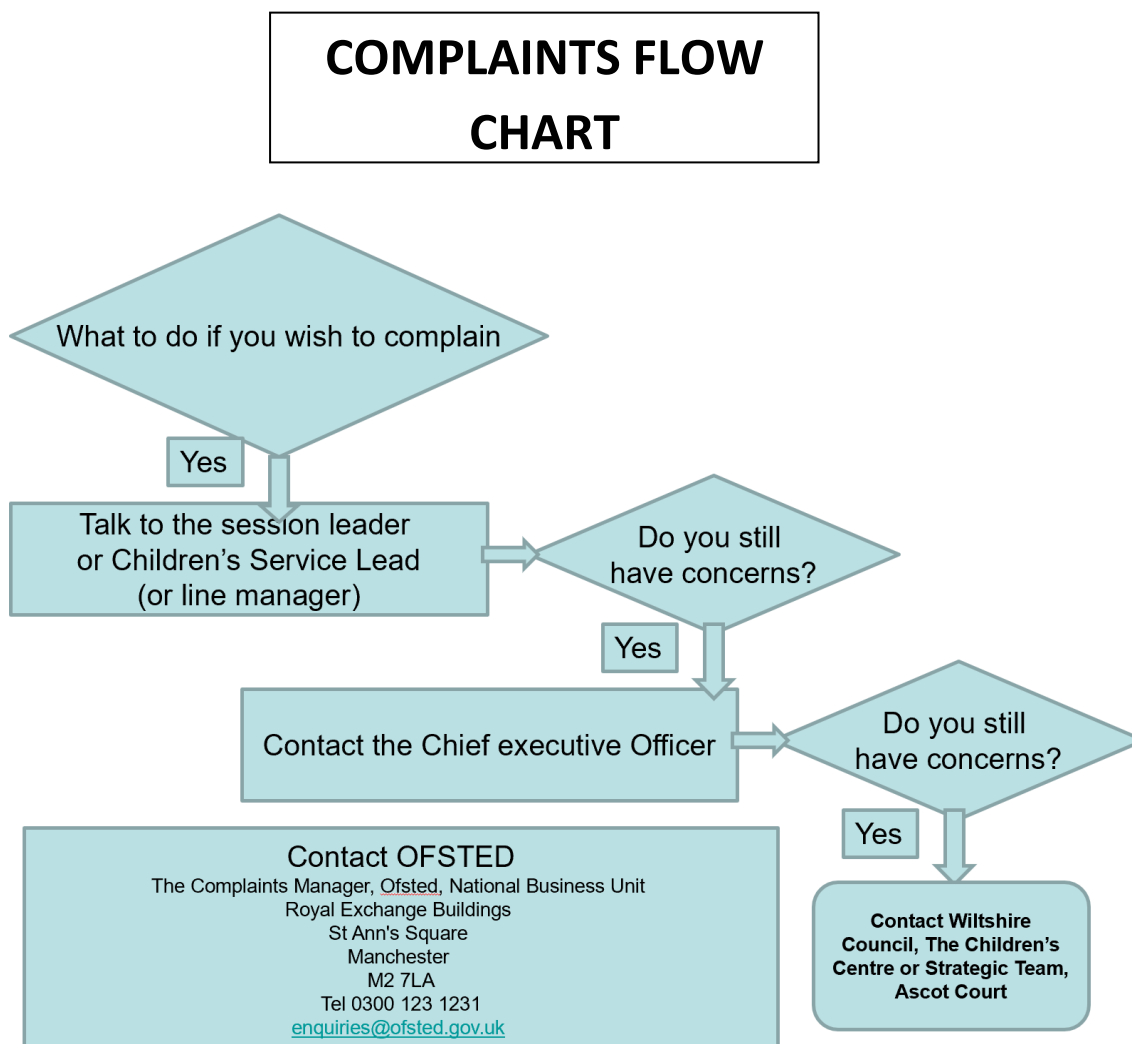
If you complain in person or by phone, we will try to resolve your complaint/grievance immediately. If you complain in writing or email, we will aim to respond promptly, and always within 15 days. If this is not possible, we will explain why and let you know how long it will take.

If you are not happy with the initial response you receive, you should contact us again and ask for your complaint/grievance to be passed to a more senior member of staff.

Following our second response, if you are still not satisfied, you can ask for your complaint to be referred to the Chief Executive Officer and ultimately the Chair of Trustees.

## Flow Charts

We follow the process outlined in the following flowcharts. We will do all we can to sort out the problem and if we cannot we will help you to contact someone else to investigate your complaint/grievance.



For employee, volunteer and/ or Children's Centre complaints The RISE advises using ACAS (Advisory, Conciliation and Arbitration Service) helpline for advice:

**Acas helpline** (Monday to Friday, 8am to 6pm)

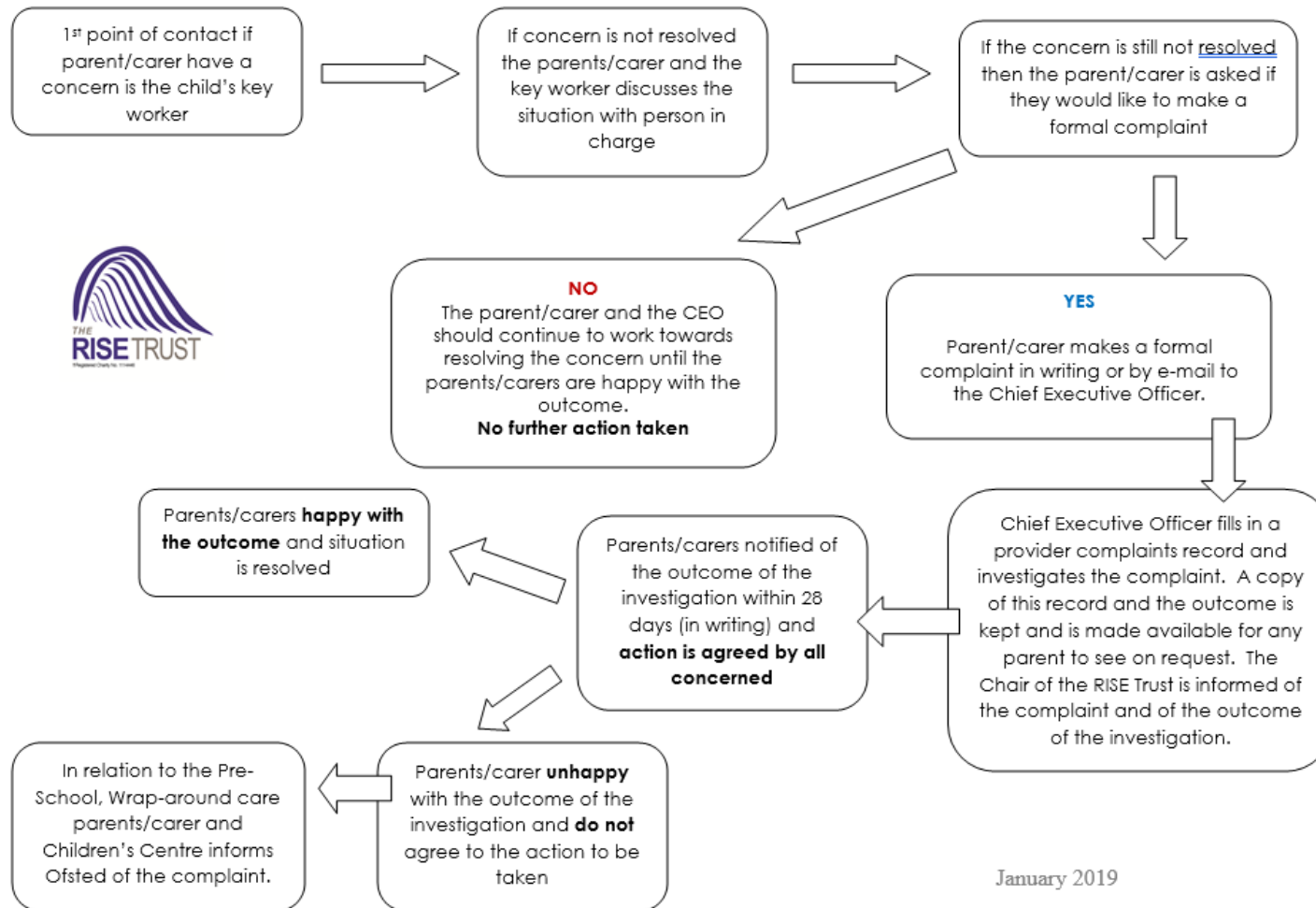
Telephone: 0300 123 1100      Textphone: 18001 0300 123 1100

[Understanding the type of treatment you're experiencing: If you're treated unfairly at work - Acas](#)

There is also guidance on going to an employment tribunal through using the following link: [Make a claim to an employment tribunal - GOV.UK \(www.gov.uk\)](#)

And government advice found at: [Discrimination: your rights: What you can do - GOV.UK \(www.gov.uk\)](#)

## EEC COMPLAINT FLOW CHART



The RISE Trust Complaints Form



About the complaint		Log No:	
Date			
Time			
Your name and contact details <i>(to be kept in line with GDPR 2018)</i>			
What happened? <i>Say what you are concerned about and what you would like to happen</i>			
Detail the actions taken or to be taken to resolve or rectify the cause of the complaint. Indicate who was or shall be responsible for the each action.			
For The RISE CEO			
Signature <i>The RISE CEO should sign and date the form as confirmation that they have understood the details and accept the plan of action for resolution.</i>			
Date			

Information on this form will be kept as part of the Data Protection Act 2018 and GDPR 2018. For The RISE privacy notices please go to [www.therisetrust.org](http://www.therisetrust.org)