

EXTERNAL COMPLAINTS POLICY

Record of updates

Complaints P	rocedure			
Policy Created:			March 2011	
Adopted by Trustees:			March 2011	
Revision Completed:			March 2012	
Revision Completed:			March 2013	
Revision Completed:			March 2014	
Revision Completed:			March 2015	
Revision Due:			March 2016	
Revision Due:			March 2019	
Revision Due:			October 2021	
Revision Due:			August 2022	
Revision Due:			September 2024	
Revision Due:			September 2025	
	DOCUME	NT VER	RSION CONTROL	
Issue No.	Issue Date		Summary of changes	
1	March 2011	Orig	Original Policy	
2	February 2012	Wor	Wording changes	
3	April 2012	Wor	Wording changes	
4	May 2012	Wor	Wording changes	
5	March 2013	No	No amendments	
6	February 2014	Ame	Amended Form	
7	March 2015		No amendments	
8	May 2016		Added childcare complaint flow chart	
9	May 2019		Form GDPR compliant, Ofsted phone number/	
			ail update	
10	October 2020		No amendments	
11	Sept 2021	_	ACAS info added	
12	September 2022		Complaints form reviewed	
13	September 2024		Complaints added to Staff Handbook. Kept	
			arate version for external/ public use	
14	September 2025		lated using guidance from NACCC.	
	Agre		eed with Trustees	

COMPLAINTS 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 <u>always</u> happy to hear from you – negative as well as positive.

The difference between a concern and a complaint

It is in everyone's interest that minor concerns and more serious complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. The RISE Trust takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, The RISE Trust CEO will handle the concern. If the concern is regarding the CEO, please contact the Chair of Trustees.

CEO – Lynn Evans – <u>lynne@therisetrust.org</u> Chair of Trustees – Claire Hayes – <u>claireh@therisetrust.org</u>

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, The RISE Trust will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

Often the concern may be something that is covered on the trust's website or in the information given to you by staff. It is helpful to check this before raising a formal complaint. If this does not assist and you are still concerned, please contact the CEO.

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 the complaint is regarding a member of staff and 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 - for example, this might be a pre-school keyworker. If you do not feel comfortable doing so, please ask to speak to a senior manager or the CEO. It will be helpful if you refer to this procedure when you make your complaint. 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).

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

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 using our Complaints form.

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 (Stage 2).

Withdrawal of complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Flow Charts

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



The RISE Trust Complaints flowchart

Concerned about something to do with The RISE Services

Stage 1: Register a formal complaint by completing Me RISE Trust complaints form either handwritten or via email. Complaints forms can also be completed over the phone. The complaint should name the relevant person.

The named person who receives the complaint will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days.

The person will seek to clarify the nature of the complaint (named person), ask what needs to be resolved and what outcome the complainant would like to see. The investigation will include checking records, talking to relevant people.

At the conclusion of their investigation, the named person will provide a formal written response to the complainant within 28 working days of the date of receipt of the complaint.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions to resolve the complaint.

If the complainant is dissatisfied with the outcome, they can escalate the complaint to Stage 2.

A request to escalate to **Stage 2** must be made to the Chair of Trustees in writing outlining the basis of the complaint and the reasons for remaining unhappy (within 7 working days of receipt of the Stage 1 response). This person will be separate from the day-to-day running of the centre and will not have been involved in stage 1 of the complaint.

The Chair of Trustees will acknowledge receiving the complaint and the date received in writing

The Chair (or their nominated person) will consider the complaint after making their own investigation and can:

- uphold the complaint in whole or in part.
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, they will:

- decide on the appropriate action to be taken to resolve the complaint.
- where appropriate, recommend changes to the trust's systems or procedures to prevent similar issues in the future.

The Chair will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, within 21 working days. The response will detail any actions taken to investigate and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions The RISE will take to resolve the complaint.

PLEASE NOTE: The conclusion of Stage 2 is final.

If the complainant believes the trust did not handle their complaint in accordance with the complaint's procedure, they can go outside of the charity and contact:

Wiltshire Council Making a complaint - Wiltshire Council

NACCC https://naccc.org.uk/for-parents/making-a-complaint/

Ofsted Complaints procedure - Ofsted - GOV.UK



The RISE Trust Complaints Form

About the complaint	Log No:					
Date						
Time						
Your name and contact details (to be kept in line with GDPR 2018)						
What happened? Say what you are concerned about and what you would like to happen						
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 each action.						
Actions	Person responsible					
Complaint outcome:						
For The RISE CEO (or Chair of Trustees)						
Signature: 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. If the complaint is regarding the CEO the Chair of Trustees shall sign and date the form Date						
Dale						

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 <u>www.therisetrust.org</u>