



EXTERNAL COMPLAINTS POLICY

Record of updates

Complaints Procedure		
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
DOCUMENT VERSION CONTROL		
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
12	September 2022	Complaints form reviewed
13	September 2024	Complaints added to Staff Handbook. Kept separate version for external/ public use
14	September 2025	Updated using guidance from NACCC. Agreed 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 always 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 – lynne@therisetrust.org

Chair of Trustees – Claire Hayes – claireh@therisetrust.org

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).

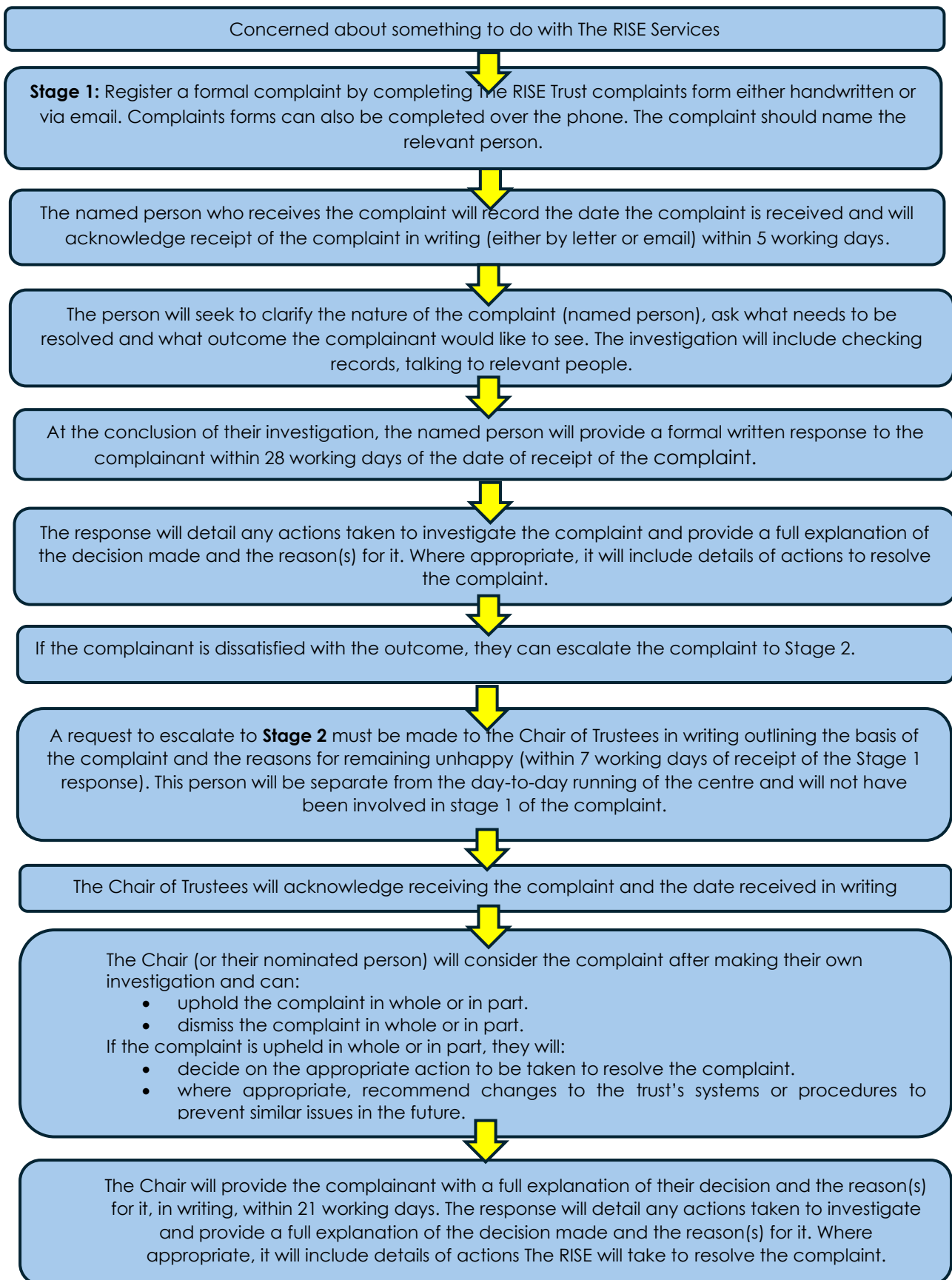
Withdrawal of complaint

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



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			

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