



15. Complaints

This policy was adopted by *Wigod Way Wallingford Family Centre* on January 2023.

Aims

- To establish a clear procedure for centre users who wish to make a complaint.
- To establish a clear procedure for Wigod Way Wallingford Family Centre (WWWFC) staff/volunteers to follow.
- To treat all complaints/grievances seriously and confidentially.

For Parents / Carers

- If you (the centre user) have a complaint or grievance, ideally, you would approach the member of staff involved, if you feel unable to do that you can speak directly to the manager.
- If you speak to the member of staff involved and are not able to reach a satisfactory conclusion they will be able to give you a Complaints Form - which you can complete and give to the manager who will discuss and hopefully resolve the issue with you.
- If you are still unhappy and wish to take the issue further the Complaints form will be passed to a Trustee of WWWFC.
- If your grievance is with the Manager, your complaints form will go directly to the Trustees.
- You should expect a response to your complaint within 10 working days.

For Staff / Volunteers

- If a centre user comes to you with a complaint the centre user must be listened to, taken seriously and treated with the utmost respect.
- Whether the complaint is about you personally or WWWFC as a whole you must listen to the parent/carer and respond appropriately - in a non-defensive manner - in an effort to resolve the issue.
- This conversation must be reported to the Manager.
- If you are not able to meet a satisfactory conclusion in your initial conversation with the parent/carer you must inform them of the grievance procedure and give the parent/carer a Complaints Form.
- All complaints - even those that do not progress to an official grievance procedure (Complaints Form) MUST be reported to the Manager.
- You must provide a response to the complainant within 10 working days

Wigod Way Wallingford Family Centre Complaints Form 2021

Nature of Complaint:

Date of complaint:

Name and signature of person making complaint:

Action by WWFC – record action and whether complaint resolved

1. Action by	Outcome	Further action
Manager		
Trustee		

