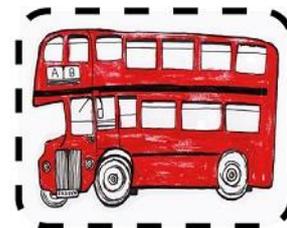


# Big Red Bus Club Charlton Limited



## Complaints Policy

Big Red Bus Club Charlton Limited (BRBC) believes that all users are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the BRBC and will give prompt and serious attention to any concerns about the running of the BRBC. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

This policy constitutes the BRBC's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Chief Executive Officer will be responsible for managing complaints.

If a complaint is made against the Chief Executive Officer, the Chair will conduct the investigation on behalf of the Management Committee. All complaints made to staff will be recorded in detail in the Incident Record Book.

## Aim

We aim to bring all concerns about the running of the BRBC to a satisfactory conclusion for all of the parties involved.

Methods To achieve this, we operate the following complaints procedure. We will keep a summary log of all complaints that reach Stage 2 or beyond. This is to be made available to users as well as to inspectors.

Making a complaint

## Stage 1

Any user who has a concern about an aspect of the BRBC's provision, e.g. an activity, or about the conduct of an individual member of staff, they first of all talk about his/her worries and anxieties with the Chief Executive Officer. Please contact [annie@thebigredbusclub.com](mailto:annie@thebigredbusclub.com) to arrange an appointment.

**Most complaints should be resolved amicably and informally at this stage.**

## Stage 2

1 If this does not have a satisfactory outcome, or if the problem recurs, the user moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Chief Executive Officer and the Chair of the Committee at [party@thebigredbusclub.com](mailto:party@thebigredbusclub.com)

Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

2 The BRBC will acknowledge receipt of the complaint as soon as possible - within 3 working days at least - and fully investigate the matter within 15 working days. If there is any delay, the BRBC will advise the users of this and offer an explanation.

3. The Committee will be responsible for sending them a full and formal response to the complaint within 28 days.

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4. For users who are not comfortable with making written complaints, details of the complaint will be recorded with the Chief Executive Officer or Committee and signed by the parent.
5. The BRBC stores written complaints from parents in families file.

However, if the complaint involves a detailed investigation, the BRBC may wish to store all information relating to the investigation in a separate file designated for this complaint.

6. When the investigation into the complaint is completed, the Chief Executive Officer or Committee meets with the user to discuss the outcome.
7. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

### **Stage 3**

1. If the user is not satisfied with the outcome of the investigation, he or she requests a meeting with the Chief Executive Officer and the Chair of the Committee. The user may have a friend or partner present if required and the Supervisor should have the support of the Chair of the Committee, or another suitable person from the Committee.
2. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

### **Stage 4**

1. If at the Stage 3 meeting the user and the BRBC cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
2. The mediator keeps all discussion confidential. S/he can hold separate meetings with BRBC personnel (Chief Executive Officer Chair of the Committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### **Stage 5**

1. When the mediator has concluded her/his investigations, a final meeting between the user, the Chief Executive Officer and the Chair of the Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.

The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

2. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Records A record of complaints against the BRBC and/or the children and/or the adults

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working in the BRBC is kept, including the date, the circumstances of the complaint and how the complaint was managed and will be kept inline with our archiving procedure.

The outcome of all complaints is recorded in the Complaints Summary Log, which is available for parents and inspectors on request.

Signed:

Name:

Date: