



## La Récré

# Complaints Policy & Procedure

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<b>Source:</b>	

Date	Reviewer	Changes
26/01/2020	Vincent Jurdic	Add paragraph about anonymous complaints

Next review before: 1<sup>st</sup> December 2020

## 1. 1. INTRODUCTION

The Board of Trustees is committed to provide high standard services and is working continuously to improve La Récré's services and operations. But the board recognises that sometimes things can go wrong. The board therefore welcomes openly any complaints as a positive opportunity to right any wrongdoings that may have occurred, win back dissatisfied stakeholders, learn lessons and make changes to prevent recurrence.

The board values and takes seriously any received feedback and will deal with it quickly and comprehensively. Complainants will be treated fairly, honestly and with respect.

The aims of our Complaints Policy is:

- To provide a fair complaints procedure which is clear and easy to follow;
- To publicise the existence of the complaints procedure;
- To ensure everyone knows what to do if a complaint is received;
- To ensure all complaints are investigated fairly and in a timely manner;
- To ensure that complaints are, if possible, resolved and relationships repaired;
- To improve La Récré's operations.

## 2. 2. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of La Récré.

## 3. 3. WHERE COMPLAINTS MAY COME FROM

Any person that has a legitimate interest in the Trust is invited to express, at any time, any concern regarding La Récré's service, organisation or individual.

This policy does not cover complaints from staff and volunteers, who should refer to La Récré's Staff and Volunteer Policy.

### **3. 4. CONFIDENTIALITY**

Any information relating to a complaint will be handled in confidentiality.

Relevant information will be shared only with those who have a legitimate 'need to know'. La Récré will follow and adhere to all relevant data protection requirements.

### **4. 6. TO ADDRESS A COMPLAINT**

If you are unhappy about any of La Récré's services, please speak to the relevant staff member, administrator or Trustee.

If you are unhappy with an individual at La Récré, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to one of the Trustees.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within seven days.

#### **Making a written complaint:**

If you are not satisfied with the response or wish to raise the matter formally, please write to the Trustee overseeing the complaint procedure:

- By email ([caryl@larecre.co.uk](mailto:caryl@larecre.co.uk)) and marked on the subject line:  
**Complaint – Private and Confidential,**
- By post (La Recre, Tower House flat 23, Swift road, Southampton, SO19 9PH) and marked **Private and Confidential, for Mr Takvorian.**

If your complaint is about the Trustee overseeing the complaint procedure, please write to the Chair of the Board by email: [Jeanne@larecre.co.uk](mailto:Jeanne@larecre.co.uk) or by post (same address as above but marked **Private and Confidential, for the Chair only**).

Anonymous complaints will not be normally investigated. However, the Trustee overseeing the complaint procedure or the Chair of the Board, if appropriate, will determine whether the complaint warrants an investigation.

Every written complaint will be logged. The person receiving the complaint should:

- Log the complainant's personal and contact details
- Ascertain and record details of the complaint

- Send a written acknowledgement to the complainant within seven days.

## **5. 8. RESOLVING COMPLAINTS**

The aim is to investigate your complaint properly and give you a reply within 14 days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If the complaint relates to a specific person, they should be informed and given the opportunity to provide an account of their involvement and perspective.

## **6. 9. FURTHER REQUESTS FOR RESOLUTION**

If the complainant feels that the problem has not been satisfactorily resolved they can request in writing that the complaint be reviewed by a different Trustee. Should this be requested, the relevant information concerning the complaint and the investigation will be passed by the Chair of the Board of Trustees to another Trustee to review.

The complainant will be contacted by the Chair of the Board of Trustees within 7 days with information concerning who will carry out the review and the format it will take. If the complaint refers to members of staff, they will also be informed.

The Trustee carrying out the review should aim to complete it and notify the Chair of the Board of Trustees within 14 days of the outcome. The Chair of the Board of Trustees will notify the complainant of the outcome of the review.

## **7. 10. DISCIPLINARY PROCEEDINGS**

Where the findings of an enquiry indicate misconduct by a member of staff, consideration will be given to disciplinary proceedings. The complainant should be notified of the outcome of that deliberation and any proceedings.

## **8. 11. COMPLAINTS LOG**

The Chair of the Board of Trustees will maintain a Complaints Log and will report quarterly to the Board of Trustees detailing any complaints, the enquiry into them and their outcomes.

## **9. 12. FURTHER INFORMATION**

The complainant is entitled to contact the Charity Commission at any stage. More information about the complaints the Commission accepts can be found at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

## **APPENDIX 1 - PRACTICAL GUIDANCE FOR HANDLING VERBAL COMPLAINTS**

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve. Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal