

Complaints Policy

August 2023

Hornimans Adventure Playground (HAPG) is committed to providing a safe, stimulating, and accessible service to children, young people and parents/carers in RBKC. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can reflect and learn from your experiences.

This policy constitutes HAPG's formal Complaints Procedure. It will be displayed at HAPG and our users will be made aware of our Complaints procedure.

The Manager will be the first point of contact for managing complaints. If a complaint is made against the Manager the Management Committee will conduct the investigation. If you want to make a formal complaint, please use our Complaints Form, which is available on request.

Stage One

If a parent/carer has a complaint about some aspect of the Playground's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. The Playground is committed to open and regular dialogue with parents/carers and we welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, if appropriate, parents/carers are encouraged to speak directly to the relevant member of staff. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, the parents/carers should put their complaint in detail and in writing to the HAPG Management Committee. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

HAPG Committee will acknowledge receipt of the complaint as soon as possible – within 10 working days– and fully investigate the matter within 28 days. If there is any delay, HAPG will advise the parent/carers of this and offer an explanation. The Committee will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint from HAPG will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include our findings of the investigation, any action taken or propose to take as a result of the complaint, any changes/improvements made to policies and procedures.

If HAPG has good reason to believe that the situation has Safeguarding implications, they should inform the Designated Safeguarding Officer and ensure that the local Children's services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

Stage Three

If the parents/carers are not satisfied, a HAPG representative will arrange a time to formally meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and HAPG's response. HAPG will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

The Meeting will be recorded with the date and time, persons present, reason and details of the complaint, final outcome of the meeting and final agreed action to take place.