

PLAY MONTGOMERYSHIRE

Registered Charity No 1000016

POLICY – COMPLAINTS

A complaints book will be made available at any play session or facility (e.g. fixed base/mobile centres) of the organisation.

Any complaint should be recorded in the complaints book in the following manner:

- * Name of complainant
- * Nature of complaint
- * Date and Time of complaint
- * Action taken in response to complaint
- * Result of complaint investigation
- * Information given to complainant

Complaints should be handled in a sensitive and confidential manner by the person in charge of the play session/facility in consultation with a member of the Management Committee.

Many complaints can be quickly resolved if acted upon speedily. If complaints are directed at another member of staff then it is important that the staff are supported through the complaints procedure. If the complaint is of a child protection nature please refer to the organisation's Child Protection Policy and Procedures.

If a Play Facility is registered with the Care & Social Services Inspectorate for day care services then complainants must be informed of their right to contact the local Care Standards Inspectorate

at

Care & Social Services Inspectorate
Mid Wales Regional Office
Government Buildings
Spa Rd East
Llandrindod Wells
Powys
LD1 5HA
Tel: 01597 829 319

It is suggested that this information could be available at the front of the respective complaints book.

Accepted at the meeting dated

SignedChairperson

I have read the above policy and agree to abide by it.

SignedDate.....