

The Sulgrave Club

Complaints Procedure

Adults

Introduction

The Sulgrave Club is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and young people attending.

We welcome suggestions on how to improve our service and we will give prompt and serious attention to any concerns about the running of the Club.

It is the hope of the Sulgrave Club that all issues will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed.

Procedure

Stage 1

Any parent /carer concerned about an aspect of the provision talks over his/her worries and anxieties with the Club Manager.

Any parent/carers who requires a written response to their concerns should request one at this stage.

It is hoped that most complaints should be resolved informally at this stage

Stage 2

If this does not have a satisfactory outcome or if the problem recurs the parent/carers moves on by making a formal complaint in writing, if possible, to the Chairman of the Management Committee who will investigate the complaint. Complaint forms are available in the Club. (Appendix A)

The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed within 5 working days.

Stage 3

When a formal complaint has been fully investigated, the Chairman should ensure that the complainant is informed in writing of the outcome.

The complainant will be notified that they have the right to appeal against the decision to the Management Committee.

Stage 4 - Appeals

If the complainant wishes to appeal, they must inform the Secretary of the Management Committee in writing within 5 days setting out the grounds of appeal.

A meeting of the Management Committee will be held at which the complainant's appeal will be considered. After the appeal meeting the complainant will be informed in writing of the Management Committee's final decision.

Children

Complaints, Comments & Compliments

At the Sulgrave Club we always try to do things in the best possible way.

If you can help us do things better, please let us know by filling in a Comments Form - ask a member of staff for a copy. (Appendix B)

If you have a complaint, we will:

- tell you why we did something in a particular way.

If we did things wrong, we will:

- try to put things right; and
- make sure we don't make the same mistake again.

If you have an idea to make things better, we will:

- see what we can do.


And if you have a compliment, we will:

- say thank you!

Consultation and Commitment to Review

The Sulgrave Club is committed to the review and updating of its policies and procedures through consulting with its employees, volunteers and young people. Employees and volunteers will be consulted on changes to policies through staff meetings and young people through the Sulgrave Youth Forum.

The employees' and volunteers' representative is Nick Sazeides.

Signature: 
 Position: Chairman
 Date: 6 November 2018

Signature: 
 Position: Club Manager
 Date: 6 November 2018

Review date: November 2019

Appendix A

The Sulgrave Club Complaints Form

If you wish to make a complaint about the Sulgrave Club or the behaviour of anyone connected with it, please fill in all the sections of this form in as much detail as possible, remembering to give dates where this is appropriate, and return it to the Club Manager. Use extra sheets of paper if you need to. Please enclose copies of relevant documents when you return the form. You should let us know if you want us to send a copy of your form back to you.

You do not have to use the form – you can send a letter or speak to the Chairman of the Management Committee in person or on the telephone if you prefer.

The Sulgrave Club will keep the name of the complainant and details of the complaint confidential.

Please tell us the details of your complaint?

Please tell us what you feel should/should not have happened?

Please tell us what you would like us to do now?

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Your name:	
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Telephone no:	
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Email:	
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Address:	
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Please tell us how you would like to be contacted: Telephone / Email / Letter

Please return this form to:

The Chairman of the Management Committee The Sulgrave Club 287 Goldhawk Road London W12 8EU
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Appendix B

The Sulgrave Club Comments Form

My name is:..... My age is:

I am a member of the Junior Club the Senior Club

I am making a complaint

I want to tell you what I think

I have an idea

I would like to give you a compliment

Please write down what you would like to tell us:

Please tell us what you would like to happen

Please fold this form up and give it to a member of staff. Thank you.