

## COMPLAINTS POLICY

### INTRODUCTION

SNAPS welcomes any comments or complaints as this is a vital way of collating evidence in order to improve service.

At each session there is a Complaints Book which is made available to families in the refreshment room.

The book is regulated by the Site Manager, the Project Manager and the Chair of Trustees, and any comments are dealt with immediately.

Where possible any complaint or comments will be dealt with in person and at the time. Any verbal comments are then recorded in the book so an accurate record is maintained.

The SNAPS team will decide how to deal with any complaints or comments and depending on the nature of the comment will carry out an investigation in the following way:

- Initially contact the person/s making the comment
- Offer a solution for the comment
- Decide a course of action
- Implement

If the comment is an allegation against a member of staff, volunteer or Trustee, then an investigating officer will be appointed in order to gather the relevant information. The investigating officer will then report back to the Chair and appropriate action will be taken.

If the comment/complaint relates to an issue/concern of child safety the procedures as set out in the Safeguarding Children Policy must be followed.

REVIEW PROGRAMME:

DRAFTED 23 January 2017 / TRUSTEE REVIEW 30 January 2017 / NEXT REVIEW 30 January 2018