



## COMPLAINTS PROCEDURE

### 1. Purpose of this Policy

1.1. This policy is in place to establish a proper course of action should a complaint be received against The Den Provision Ltd, one of its employees, workers or volunteers, or any third party being represented by The Den Provision Ltd.

1.2. Any person or young person who receives the advertised services of The Den Provision Ltd, who wishes to file a complaint, should also refer to and use the following Complaints Procedures.

1.3. We define a complaint as:

“an expression of discontent or dissatisfaction about something that The Den Provision Ltd or someone acting on behalf of The Den Provision Ltd, has done, whether, in the eyes of the complainant, it is justified or not.”

1.4. We are committed to making sure that:

- a) If any young person, client or third party to whom we are providing a service, feels unsafe, unsupported, at risk or unfairly treated or has a general issue of any sort, that they have clear and free access to someone who will listen and be their advocate.
- b) All employees follow our Code of Conduct which outlines the Behaviour Policy by which we all abide, in order that the possibility of complaints against The Den Provision Ltd are mitigated.
- c) All complainants are made aware that, if they feel discontent or dissatisfaction at the service we provide, we will make clear:
  - Who they can go to

- That their complaint will be heard without prejudice and will receive a fair review

## **2. The Process for Complaining**

2.1. Should someone wish to make a complaint as defined in the section entitled “Purpose of this Document”, they are free to do so either, or both:

- a) Internally and directly to The Den Provision Ltd
- b) Externally to one of their support network, including, but not limited to, the Local Authority

2.2. We encourage all complaints to be made, in the first instance, internally and directly to The Den Provision Ltd such that we have the opportunity to resolve the complaint as quickly and effectively as possible in line with our internal procedures for dealing with complaints.

Company number: **15768330** registered in England and Wales

## **3. Complaints – Internal Procedure**

3.1. All employees, workers or volunteers, or any one third party which represents The Den Provision Ltd should be aware of the process by which someone can submit an internal complaint. The process should follow:

- a) If possible, the complaint should be heard and addressed by the person(s) representing The Den Provision Ltd, there and then.
- b) If the complaint cannot be addressed presently, the complaint should be passed to a member of the Lead team at The Den Provision Ltd.
- c) Where possible, a member of the Lead team will resolve the complaint within 7 working days.
- d) If the complainant wants to make a formal complaint which cannot be resolved by either the original person(s) representing The Den Provision Ltd or Lead team within 7 working days, the representative should ask the complainant to document their complaint in writing and should look to external sources to get a second opinion on the complaint.

3.2. If any of the complaints contain anything which could be considered a child protection issue, it must be raised to the Lead immediately. The DSL will then make contact with the relevant Local Authority Safeguarding Team in line with our Safeguarding and Child Protection Policy.

#### **4. Complaints – External Procedure**

4.1. Should a complaint be unresolved internally, either due to the nature of the complaint or the dissatisfaction of the outcome by the complainant, the complainant should make this known to an external party, including, but not limited to their:

- a) Parent(s)
- b) Local Authority

4.2. External complaints will follow this process:

Company number: **15768330** registered in England and Wales

- a) A complaint is made to a relevant third party, including, but not limited to, the parties above.
- b) The Den Provision Ltd will hear and address all complaints passed onto us by any relevant party to whom the complainant has addressed externally to our internal complaints procedure.
- c) The complaint will be passed straight to the Lead Team who will do their utmost to resolve the complaint within a further 7-day working period.

4.3. As per our Safeguarding and Child Protection Policy, if any of the complaints contain anything which could be considered a child protection issue, it must be raised to the DSL immediately. The Lead Teacher will then make contact with the relevant Local Authority Safeguarding Team and follow their local Safeguarding procedures concurrently with our own Safeguarding policies.

#### **5. Concurrent documentation**

5.1. Complainants should make themselves aware to the following documentation:

- a) Whistleblowing
- b) Anti-bullying
- c) Safeguarding & Child Protection (for allegations against adults and young people)

5.2. Some complaints may fall under the procedures we have in place for the above scenarios. Any complaint made, either internally or externally, that comes to our attention, will be dealt with in line with the appropriate Safeguarding procedures in place at The Den Provision Ltd.

5.3. This Complaints Policy document is reviewed every six months, and, where appropriate, is updated to reflect any statutory changes/improvements to Complaints Policy or Procedures.

5.4. Our Lead teacher, Lorna Trapp, can be reached directly by email at [admin@thedenprovision.co.uk](mailto:admin@thedenprovision.co.uk)

5.5. If the Lead Teacher is unavailable, our Director, Emma Mills, can be contacted on [directorsdenprovision@gmail.com](mailto:directorsdenprovision@gmail.com)