**Created: August 2020**

**Reviewed / Updated: MARCH 2024**

# Complaints Management Policy

We are committed to providing a high-quality service to all our customers and participants. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us with the details. You can do this in the following way:

Send a letter to: email: littleacornsclubs@yahoo.com

Gemma Park,

Little Acorns Clubs Telephone: 07590285436

Jesmond URC, Burdon terrace

NEWCASTLE UPON TYNE, NE2 3ET

**What will happen next?**

1. We will send you a letter/email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

 2. We will then investigate your complaint. This will normally involve reviewing the nature of your involvement with the company and speaking to the member of staff involved as necessary.

 3. Little Acorns will then either:

i) Take the necessary steps internally to resolve the complaint and then write to you with a solution. OR

ii) Invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.

4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director or someone unconnected with the matter at the company to review the complaint. Alternatively, we may (at our discretion) seek mediation to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

**External Disclosures**

The Company would always advocate that you raise any concerns internally in the first instance so that we can address these. However, disclosures can be made to an appropriate ‘prescribed person’ who is external to the Company, if applicable. Breaches in health and safety law, for example, can be brought to the attention of the Health and Safety Executive or appropriate local authority. A full list of ‘prescribed persons’ can be obtained from the Gov.uk website if the Company is unable to address your concerns in the first instance.

**Appeals**

If the person who raised the allegation is dissatisfied with the outcome of their complaint, they will be given the opportunity to appeal. The outcome of any such appeal will be regarded as final.

**Malicious Allegations**

If any disclosure is made in bad faith, for personal gain or relates to information that the employee believes is untrue then this will constitute a disciplinary offence under the Company’s Disciplinary Procedure and may lead to a disciplinary sanction up to and including summary dismissal.

**Victimisation**

If you feel that you are being subjected to a detriment or being victimised as a result of your disclosure you must inform a Company Director immediately who will take appropriate action to protect you.

It is a disciplinary offence to victimise anyone who has brought a disclosure in the public interest and has a reasonable belief that it is true.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021) Ref 3.74*