

MOVEMENT PARK



**COMPLAINTS POLICY OF 'MOVEMENT PARK
(SCIO)'**

1. Policy Statement

Movement Park encourages open and constructive discussions and communications with all members. We welcome any suggestions and we take all complaints seriously and handle with careful consideration. All correspondence relating to a complaint will be kept confidential.

2. "What should I do if I have a complaint?"

If you have a concern or complaint then please let us know.

'Complaints' differ to 'concerns' which should be dealt with informally. Complaints will be subject to a formal procedure i.e. cannot be easily resolved by the intervention of a member of staff.

This policy concerns complaints from parents / carers, participants and others.

At Movement Park the Convenor is the nominated person appointed as Complaints Co-ordinator.

This policy does not cover complaints from members of staff as these are covered by the Charity's grievance policy

3. Complaints Procedure

The procedure is staged and our hope is that issues will be resolved quickly and informally. However, the policy also provides a clear procedure that can be followed in situations where a parent/carer feels this has not been possible.

There are three possible stages:

3.1. Stage 1 – Informal Procedure

If there is any aspect of your child's time at Movement Park that you are not happy with, please contact us immediately and we will endeavour to arrive at a resolution that is satisfactory for all involved.

Full contact details are available at the end of this policy.

First point of contact for you would be the person who is most closely connected to the issue and can be contacted by either email, telephone or letter. If your complaint concerns the member of staff most closely connected to the issue then please contact the Convenor directly. In most cases it is likely that this member of staff will be able to resolve the issue raised themselves or by consulting with another member of the management team.

Your complaint will be acknowledged and a note kept on file.

If a resolution is not found within 10 working days then you may wish to proceed to stage 2.

3.2. Stage 2 – Formal Procedure

If the issue cannot be resolved using Stage 1, you should make your complaint in writing to the Convenor. Upon receipt of a written complaint we would endeavour to contact you within 3 days to acknowledge receipt of letter and inform you of the procedure that we will follow in order to resolve the complaint.

The Convenor will need to discuss the matter with relevant staff and/or participants to carry out necessary investigations and give the matter full and detailed consideration with the input of senior colleagues. The outcome of this will be communicated in writing within 7 working days and will offer reasoning alongside proposed or taken actions. Written records will be kept of all aspects of the investigation/complaint and will be held with the highest confidentiality.

If the parent/carer is not satisfied with the decision, they should proceed to stage 3.

3.3. Stage 3 – Independent Panel Hearing

Complainants who are not satisfied by Movement Park's decision regarding the complaint must write to the Charity within 10 working days and request that your complaint be further considered by an independent panel.

On receipt of this letter the Convenor will be responsible for the appointment of a panel and you will be contacted to arrange a suitable meeting time, ideally within 10 working days. The meeting time and venue will be confirmed in writing once agreed.

The panel will consist of 3 people not directly involved in the matter, however they may be connected to Movement Park (e.g. Senior staff, Trustees, or representatives from the relevant Governing Body). Parents/carers are entitled to bring along appropriate accompaniment should they wish.

Minutes will be taken by the Chair of the panel and parents/ carers will be notified within 10 working days of the result of this meeting.

4. Recording

A log of all complaints will be kept in line with our data protection policy. These will be reviewed by the Board on a regular basis and action recommended to address any recurring issues.

Contact Details:

Stephen J Somerville

Movement Park Convenor

07595 710 470

movementparkinfo@gmail.com

Clydeaway House

813 South Street

Whiteinch

Glasgow

G14 0BX

Movement Park Board

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