



Complaints Procedure

We are sorry to hear that you (or your child) have had a poor experience of service from Turtle CYP. Our aim is to make service users as happy as possible, but if at any time you wish to make a complaint, we would rather you did so instead of “bottling it up”.

We can only improve our service if we understand where we have been going wrong. We will always try and correct our failings or provide you with additional information to put your mind at rest. Criticism is always welcome especially if it is constructive.

Responsibilities

The Manager, Barbara Ball, will generally be responsible for dealing with complaints in relation to the Playscheme and Family sessions. If the complaint is about the manager, the Director, Ternaya Cummings, will investigate the matter.

If the complaint is regarding training (Youth Work or Cygnet), Ternaya Cummings, Director will investigate unless the complaint is against her then Barbara Ball, Manager will investigate.

Any complaints received about staff members will be recorded on our Complaints log.

Complaints must be received in writing to:

barbara@turtlecyp.co.uk or

ternaya@turtlecyp.co.uk

Any complaints made will be dealt with in the following manner:

Stage one

Complaints about playscheme or family activities:

- The Manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

VERSION CONTROL MATRIX			
Date:	Version:	Effect:	Due for Review
November 2023	V1	November 2023	November 2025
October 2024	V2	October 2024	November 2026

- If the complaint is against the Manager, Ternaya Cummings, Director will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

-

Complaints about an individual staff member or training services:

- If appropriate the person will be encouraged to discuss the matter with staff concerned.
- If the person feels that this is not appropriate, the matter will be discussed with the Director, (or the Manager if the complaint is against the Director) who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the person should put their complaint in writing to the manager / Director.

The Manager/Director will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the playscheme practices or policies as a result of the complaint.
- Meet relevant parties to discuss the organisations response to the complaint, either together or on an individual basis.

If child protection or safeguarding issues are raised, the manager will refer the situation to our Designated Safeguarding Lead, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy / Safeguarding Adults Policy. If a criminal act may have been committed, the manager will contact the police.

VERSION CONTROL MATRIX			
Date:	Version:	Effect:	Due for Review
November 2023	V1	November 2023	November 2025
October 2024	V2	October 2024	November 2026