



Happy Hill Essex CIO **Complaints Policy**

Any parent, carer, agency, or other interested person who wishes to make a complaint about any aspect of the service offered should:-

(Note: For allegations relating to serious harm to a child caused by a member of staff or volunteer, the allegations against staff, volunteers or agency staff policy and procedure will be followed.)

Stage One:

Discuss the matter with the Session Leader/Team Leader/Operations Manager in charge of session. The issue and how it was resolved will be recorded in the child's file.

Stage Two:

In the event of the matter not then being resolved to the satisfaction of the complainant, it should be referred to the Chair of Trustees:

Marked Private and Confidential

Heather Hill

Chair of Trustees

Happy Hill Essex CIO

Braintree Enterprise Centre, Block A, Unit 10, Springwood Drive, Braintree CM77 2YN

Telephone: 07731304669

Email:

happyhillessex@outlook.com

Chair of Trustees will examine the complaint and the respond to it accordingly. Chair of Trustees may, in some cases, require the complaint to be put in writing. After investigation, Chair of Trustees will respond in writing to the complainant. This response will be made within twenty-one days of the receipt of the complaint.

Stage Three:

If the complainant is not satisfied with the response, he/she may appeal to:

Marked Private and Confidential

The Trustees

Happy Hill Essex CIO

Braintree Enterprise Centre, Block A, Unit 10, Springwood Drive, Braintree CM77 2YN

Email: happyhillbusiness@outlook.com

The complainant will be offered the opportunity to explain the complaint in person.

Trustees will notify the decision to the complainant within twenty-one days of the hearing/meeting at which the complaint was discussed.

The complainant may wish to notify OFSTED of the complaint in writing:

OFSTED

Piccadilly Gate



Store Street
Manchester, M2 2WD. Telephone 0300 123 1231

A record of all complaints is maintained, along with a written record of the action that the complaint received. This record will be kept for five years following the complaint being made.

This procedure is displayed on Parent welcome pack, website, and notice board

This policy was adopted by	Happy Hill Essex CIO	July 2023
Signed on behalf of the provider		
Name of signatory	Mrs Heather Hill	
Role of signatory	Senior Trustee and Founder	

This policy will be reviewed as required, or if a situation occurs which necessitates any amendment.

Date policy was created: June 2018

Date of policy reviewed: January 2019, June 2019, April 2020, June 2020, June 2021, June 2022

Date of policy to be reviewed: July 2023