

**Complaints Procedure**

**Schools’ Out! believes that service users should be able to complain effectively and without fear of victimization. To achieve this the service will:**

Promote an environment of mutual respect, trust and open communication.

Treat everyone fairly and equally.

Provide opportunities for everyone to be consulted and to value the opinions expressed. This can be done verbally at the venues, email, or in writing.

Produce a complaints procedure to support the clubs Aims and Objectives.

Provide access to an independent arbiter when agreement cannot be reached.

Train staff in handling of complaints.

Promote the complaints procedure with service users.

Record all formal complaints made to staff. Acknowledge the formal complaint in writing/email.

Respond within a stated period of time.

Treat all complaints fairly and with integrity.

Deal reasonably and sensitively with the complaint. Take action where appropriate.

Keep the complainant informed/involved.

Provide an area where staff may discuss matters in private.

Make it necessary to provide support for an individual making a complaint.

Provide information to the Care Inspectorate on the services response to complaints when requested.

The Care Inspectorate’s direct line is 0345 600 9527

 **Signed:** Natalie Scanlan **Date: 12/01/2024 Review Date: 12/01/2025**