Every Parent & Child

Complaints Policy

Every Parent & Child (EPC) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person, or organisation, that has made the complaint.
Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at EPC knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint
A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of EPC.

Where Complaints Come From
Complaints may come from service users, volunteers, contractors, funders, donors, other professionals and organisations, and any person or organisation who has a legitimate interest in EPC. This policy does not cover complaints from staff, who should use EPC's Disciplinary, Grievance or Whistleblowing policies.

How to complain
A complaint can be received verbally, by phone, by email or in writing.

The complaint should be directed in the first instance to the contact person in the organisation or the manager of the service subject to the complaint. If the complaint cannot be resolved at this stage, or if the complaint is about the Manager of the service, it can be directed to the Chief Executive or a member of the Senior Management Team (we do not have a SMT at the moment)

If the complaint is about the Chief Executive concerns should be raised with the chair of the Board of Trustees.

Confidentiality
All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Child Protection
If the complaint involves allegations of child abuse against staff, volunteers or persons associated with EPC the procedures detailed in the Child Protection Policy and Procedures will apply.

Responsibility
Overall responsibility for this policy and its implementation lies with the Senior Management Team and the Board of Trustees

Review
This policy is reviewed regularly and updated as required.

Last reviewed: October 2014
Next Review: October 2016

c.f.
Confidentiality and Data Protection Policy
Equality and Diversity Policy
Behaviour and Anti bullying Policy
Child Protection Policy