



Patron: The Duke of Richmond and Gordon

Chichester Boys' Club CIO

Complaints and Feedback Policy

Introduction

If there is any aspect of our service you are not happy with, please bring it to our attention and we will make every effort to resolve the issue with you. We aim to ensure your complaint is dealt with professionally, confidentially and efficiently.

We will notify parents/carers of the results of our investigation within 28 days of having received a complaint. We will keep a written record of all complaints and their outcome for 3 years; this includes any minor concerns. Parents/carers will be able to access this record if they wish. All personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved (in line with the Confidentiality Policy)

Complaints procedure

Stage 1 If any parent/carer should have cause for concern, or any queries regarding the care provided by our setting, they should in the first instance take it up with the Youth Development Leader either verbally or by email. An accurate record of conversations or responses will be kept. If this is not resolved, we ask them to discuss this verbally with or by email to the Chairman of the Trustees where again an accurate record of conversations or responses is kept.

Stage 2 If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Chairman of the Trustees. The Chairman will then investigate the complaint and report back to the parent/carer within 28 days. The Chairman will document the complaint fully, the actions taken and the outcome (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3 If the matter is still not resolved, the setting will hold a formal meeting between the Youth Development Leader, Chairman and parent/carer to ensure that it is dealt with comprehensively. The Chairman will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4 If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Charity Commission. Parents/carers are made aware that they can contact the Charity Commission at any time if they have a concern, including at all stages of the complaint's procedure, and are given information on how to do so. The Charity Commission will assess all complaints made and may visit the setting to carry out an inspection where it believes requirements are not met. If the complaint is an allegation of

serious harm or abuse by the Youth Team or any person working or looking after children on the premises (or elsewhere), then the police should be contacted in case of an emergency or for non-emergency refer to Chichester Boys' Club's Safeguarding and Child Protection policy.

Feedback

The Youth Development Leader, employees, leaders and volunteers should log constructive suggestions, criticisms and compliments within a designated folder which is produced to the Trustees at one of the meetings throughout the year.

The Youth Development Leader should compile an appropriate response within 28 days and escalate to the Chairman of Trustees if deemed appropriate.

Feedback questionnaires should be distributed to Chichester Boys' Club members and their respective families/responsible persons as well as other organisations who have come into contact with Chichester Boys' Club.

Independent advice and further reading

Further Information for charitable organisations can be found on the Charity Commission's website on:

[Report serious wrongdoing at a charity as a worker or volunteer - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/report-serious-wrongdoing-at-a-charity-as-a-worker-or-volunteer)

Volunteers who feel unsure about whether, or how, to raise a concern, or want confidential advice, can contact the independent charity Public Concern at Work ([Protect - Speak up stop harm - Whistleblowing Homepage \(protect-advice.org.uk\)](https://protect-advice.org.uk)) on **020 3117 2520** Their lawyers can give free confidential advice on how to raise a concern about serious malpractice within a Charity.

You may feel that it is more appropriate to report a matter to another organisation. Other organisations concerned with standards in the voluntary sector include:

Health & Safety Executive – contact on-line:

<http://www.hse.gov.uk/contact/index.htm>

NHS Fraud & Corruption Reporting Line – 0800 028 40 60

Public Concern at Work can advise on the circumstances when it is more appropriate to contact an outside body.

Policy Date: 5 February 2025

Review Date: February 2026

Signed by Chairman of the Trustees:



