



Body Politic Complaint's Procedure

Body Politic is committed to providing a safe, consistent and accessible service to children their parents and to our staff. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know of any concerns so that we can put them right and learn from our mistakes.

This policy constitutes the Body Politic's formal Complaints Procedure. Under normal circumstances, the activity lead will be responsible for managing complaints and communicating with the Manager and the trustees. If a complaint is made against the Manager, the Chair of trustees will conduct the investigation. All complaints made will be recorded in detail and stored.

Stage One

If a child, parent or staff member has a complaint about some aspect of a Body Politic activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by speaking to the activity leader and/or to a member of the management team. 

Body Politic is committed to regular and open dialogue with parents and we welcome all comments on our services, regardless of whether they are positive or negative. Body Politic also requests feedback from parents and children via regular evaluations and questionnaires. 

In the first instance, children, parents or staff are encouraged to speak directly to the activity leader, if deemed appropriate.

Alternatively, the Manager should be approached, who will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation. All complaints will be logged so that issues can be reviewed as part of Body Politic's commitment to maintain best practice.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, the child, parents or staff should put their complaint in

writing to the Chair of Trustees. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Body Politic will acknowledge receipt of the complaint as soon as possible— within three to seven working days. The matter will be fully investigated within 28 working days. If there is any delay, Body Politic will advise the child, parents or staff member of this and offer an explanation. The Manager will be responsible for sending a full and formal response to the complaint.

If the complaint has Child Protection implications, Body Politic's Designated Child Protection Officer will be informed and will ensure that the Oxfordshire Safeguarding Children's Board is contacted, according to the procedure set out in the Safeguarding Policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

The Manager or Chair of Trustees may arrange to meet the child, parent or staff member concerned and any other relevant individuals, such as members of staff, to discuss the complaint and Body Politic's response to it. The Manager and Chair of Trustees will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. Any must mediator ensure discussions are kept confidential.

A formal response to the complaint will be sent to the child, parent or staff member concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to Body Politic's policies or procedures emerging from the investigation.