



# Complaints Policy

Ufton takes complaints very seriously and views them as an opportunity to learn and improve for the future, as well as a chance to put things right for the child or young person that has made the complaint.

## Purpose and Scope

At Ufton, we are committed to providing a safe, inclusive and nurturing environment where children, visiting schools and community groups feel valued and respected. We welcome feedback and take any concerns, compliments or complaints seriously. This policy outlines our approach to handling complaints effectively, ensuring all voices are heard and respected.

## Who Can Make a Complaint?

We welcome complaints from:

- Children attending Ufton Court activities
- School staff accompanying children
- Parents or guardians of children attending Ufton Court activities
- Community group leaders and participants
- Other visitors or stakeholders who may have feedback or concerns

## What Can You Complain About?

You may wish to raise a complaint if:

- You feel that the care or service provided did not meet your or your group's needs
- There were issues with safety, welfare or safeguarding during a visit
- There were problems with our facilities, activities or staff interactions
- Any other aspect of your experience at Ufton did not meet expectations.

## Our Commitment to You

Ufton is dedicated to:

- Responding to all complaints with respect, empathy and confidentiality
- Investigating complaints thoroughly and impartially
- Resolving complaints in a timely manner
- Using complaints as opportunities to improve our services and maintain high standards

## Procedure for Making a Complaint

### Step 1: Informal Resolution

If possible, we encourage concerns to be raised immediately with a member of the Ufton team, such as a leader or staff member present during your visit. We aim to address issues on the spot to prevent them from escalating.



## Step 2: Formal Complaint Submission

If you feel the issue has not been resolved informally, or if the concern is more serious, you may submit a formal complaint by:

1. **Emailing** our main office at [enquiries@ufton.org.uk](mailto:enquiries@ufton.org.uk) with the subject line "Formal Complaint."
2. **Filling out a Complaints Form** available on our website.

## Step 3: Complaint Acknowledgment

We will acknowledge receipt of your complaint within 5 working days and provide an estimated timeline for our response. Our aim is to resolve most complaints within 15 working days.

## Step 4: Investigation and Response

A designated member of the Ufton team will:

- Review all details of the complaint
- Speak with relevant staff, children or other parties involved
- Determine appropriate actions to address the concern

Once the investigation is complete, we will respond with:

- A summary of our findings
- Any actions we have taken or plan to take to address the issue
- An apology if applicable

**Step 5: Follow-Up and Feedback** If you are unsatisfied with the outcome, please let us know, and we will work to resolve any remaining concerns. You may also request a review of the decision by a senior staff member or trustee.

## Safeguarding Concerns

If your complaint involves a safeguarding issue, please inform us immediately. We will follow our Safeguarding Policy, and if necessary, report the concern to the appropriate authorities.

## Confidentiality

All complaints will be handled with sensitivity and confidentiality. Information will only be shared with those directly involved in resolving the issue, and we will ensure privacy for all parties.

## Record-Keeping and Monitoring

We keep records of all complaints, including outcomes and any actions taken. We regularly review complaints to improve our services and identify any recurring issues.

## Policy Review

This policy will be reviewed annually to ensure it meets best practices and the needs of our children, visitors, and community partners.

Thank you for helping us maintain a safe, supportive, and positive experience at Ufton. We value your feedback as it helps us to grow and improve our services for everyone.