



## COMPLAINTS & COMPLIMENTS POLICY

This policy was reviewed on:	2 <sup>nd</sup> November 2025
Date to be reviewed:	2 <sup>nd</sup> November 2028
Signature of person responsible:	M. Wittenberg
Name of signatory:	Michelle Wittenberg
Role of signatory:	Manager



### **POLICY STATEMENT:**

KEF KIDS aims to provide children, young adults, and their families with a positive and enriching experience. However, we recognise that, from time to time, users of our services may feel that the quality or level of service provided falls short of their expectations.

Maintaining good relationships with our users is central to our work. We actively encourage constructive criticism and complaints so that any issues can be quickly addressed, and our services continually improved. Compliments are also welcomed, as they motivate staff to maintain the high standards of service achieved.

KEF KIDS has an ethos of openness and continuous improvement, making both complaints and suggestions crucial tools for organisational development. This procedure enables anyone using KEF KIDS services to make a complaint, express a concern, or seek clarification about any aspect of our services. It is available to children, young adults, parents, caregivers, and prospective users of our services. Details are also included in handbooks for both parents/caregivers and service users. The procedure ensures that all complainants are treated fairly and receive prompt, helpful, and courteous responses. All concerns and complaints will be logged and monitored to support ongoing improvement.

### **COMPLIMENTS:**

We are always pleased to receive compliments. If you are happy with the service KEF KIDS provides, please share your feedback using the procedure below. With your permission, we may occasionally use complimentary quotes in promotional materials. Your feedback helps us understand what is important to you and plan better services for the future.

### **COMPLAINTS:**

If you are unhappy with any aspect of the services provided by KEF KIDS, we want to know so that we can improve. Upon receiving a complaint, our staff will work with you to resolve the issue promptly. All complaints will be competently followed up, regularly monitored, and updates provided to the complainant.

### **PROCESS OF COMMUNICATION:**

Complaints and compliments can be submitted via:

- Telephone: 020 8203 8135
- Email: [office@kefkids.org](mailto:office@kefkids.org)
- Post: KEF KIDS Office, Arbiter House, Wilberforce Road, London NW9 6AX
- Website: Submit a compliment or complaint online at [www.kefkids.org](http://www.kefkids.org) via the 'Contact Us' page.
- Complaints Box (residential camps): A complaints box will be available for children, young adults, and staff to submit concerns confidentially.
- Staff Member (residential camps): Staff will discuss overall satisfaction daily with children and young adults and report any complaints to their line manager.
- Directly to the Trustees (see below).

All submissions are passed immediately to the appropriate staff member for action.



### **KEF KIDS COMMITMENT UPON RECEIVING COMPLAINTS:**

Upon receiving a complaint, we will acknowledge receipt within 3 working days if contact details are provided. Our staff will:

- Adopt a friendly, approachable style and treat complainants fairly and individually.
- Listen openly and respond efficiently and sensitively.
- Treat personal information in strict confidence, unless obliged to share it with other services for safeguarding purposes.
- Record every complaint in writing.

### **RESPONSE TO COMPLAINTS:**

All complaints will be investigated thoroughly and fairly. KEF KIDS aims to respond fully within 10 working days. If the matter is complex, we will inform you if a longer investigation is required.

Additional contact may be necessary to clarify details, and a face-to-face meeting may be suggested, with the option for the complainant to be accompanied by another person. Once the grievance has been addressed satisfactorily, a written response will be sent detailing the investigation findings and any actions taken. Where appropriate, a written apology signed by the Chair of the Trustees may be issued.

### **COMPLAINTS DIRECT TO THE TRUSTEES:**

If you feel unable to discuss the matter with KEF KIDS staff or are dissatisfied with the response, you may contact the Trustees:

The Trustees  
KEF KIDS  
c/o 15 The Ridgeway  
London NW11 8TD  
[Trustees@kefkids.org](mailto:Trustees@kefkids.org)

The Trustees will acknowledge receipt within 3 working days and outline the steps being taken to resolve the issue. If there is no immediate solution, a full investigation will follow. A written response will then be issued within 10 working days, outlining actions taken and proposals for resolution. In complex cases, a response will be provided within a maximum of 28 days.

- Complainants may be accompanied by a friend or relative to any meetings.
- Complainants may request that a friend or relative submit the complaint on their behalf, signing where possible.
- The Manager will keep Trustees regularly informed of complaints and outcomes.
- Where appropriate, a written apology, signed by the Chair of the Trustees, will be sent.

### **IF YOU ARE DISSATISFIED WITH KEF KIDS'S RESPONSE:**

If, after contacting the Trustees, you are still not satisfied, you may escalate your complaint to the Local Authority or Ofsted. Where a breach of registration requirements is suspected, it is essential to involve Ofsted.

Ofsted Contact Details:

Ofsted  
Piccadilly Gate



Store Street  
Manchester M1 2WD  
Tel: 0300 123 1231

These details are also displayed on the KEF KIDS notice board.

### **RECORDING AND MONITORING**

All complaints and their outcomes are recorded in the Complaints Record, which is regularly reviewed to identify patterns, ensure accountability, and inform improvements to KEF KIDS services.

### **STAFF DEVELOPMENT:**

Relevant staff and volunteers will receive induction and ongoing guidance on the contents of this policy to ensure they understand their responsibilities and follow best practice.

### **REVIEW OF POLICY:**

This policy will be reviewed every three years or sooner if required by legislative changes or the operational needs of KEF KIDS.

Responsibility for the implementation and review of this policy rests with the KEF KIDS Executive Committee and Board of Trustees.