



COMPLAINTS & COMPLIMENTS POLICY

This policy was reviewed on:	2 nd November 2021
Date to be reviewed:	2 nd November 2022
Signature of person responsible:	M. Wittenberg
Name of signatory:	Michelle Wittenberg
Role of signatory:	Manager



POLICY STATEMENT

KEF KIDS aims to provide participants and their families with a positive and enriching experience. However, we recognise that from time to time, users of our services might feel that the quality or level of service provided falls short of what they expect.

Our continued good relationship with our users is core to our existence. We actively encourage constructive criticism and complaints so that we can quickly correct any problems in the provision and continually improve the service. In addition, compliments are always appreciated and motivate the staff to maintain the high levels of service achieved.

KEF KIDS has an ethos of openness and continuous improvement, making both complaints and suggestions a crucial tool to improve the organisation.

This procedure enables anyone who uses the services at KEF KIDS to make a complaint, express a concern or seek an explanation about any aspect of any service. It is available to service users, parents/caregivers, and prospective parents/caregivers of service users. Handbooks for both parents/guardians, and users themselves, also detail this procedure. The procedure aims to ensure that all complainants are treated fairly and receive equally prompt, helpful and polite responses. All concerns and complaints will be logged and monitored to ensure improvement.

COMPLIMENTS:

We are delighted to receive compliments, so if you are happy with the service we provide, we would be delighted if you could tell us by following the procedure outlined below. With your permission, we may occasionally use complimentary quotes for promotional materials. Your comments help us to learn what is important to you and plan better services for the future.

COMPLAINTS:

If you are unhappy in any way about any of the services that we provide, or the way that we provide them, we would like to know in order to improve the quality of our services and meet the needs of the service users. Upon receiving a complaint, our staff will work with you to put things right immediately, please following the complaints procedure outlined below. All complaints will be immediately and competently followed up and regularly monitored with constant up-to-date information given to the complainant.

PROCESS OF COMMUNICATION

- **Via Telephone, please contact:** 020 8203 8135
- **Via email, please email:** office@kefkids.org
- **Via post, please write to:** KEF KIDS Office, Arbiter House, Wilberforce Road, London NW9 6AX
- **Via our website:** If you wish to submit a compliment or complaint on-line, you can do so via the KEF KIDS website at <http://www.KEF KIDSkids.org/> by clicking 'contact us' and then submitting an enquiry. In all cases comments, compliments and complaints are passed immediately to the appropriate member of staff.



- **Via Complaints Box (for residential camps):** during residential camps, a “complaints box” will be available for any users and employees to communicate complaints, and these will be addressed accordingly.
- **Via Staff Member - verbally (for residential camps):** staff members will discuss overall satisfaction daily with users in their charge, and communicate any complaints to their supporting line manager, who will address the issue.
- **Directly to the Trustees (see process below)**

KEF KIDS'S COMMITMENT UPON RECEIVING COMPLAINTS

If you register a complaint, we will acknowledge receipt - where contact details have been provided within 3 working days. Our staff will ensure to:

- Adopt a friendly and approachable style, put you first and treat you fairly and as an individual
- Be open, straightforward and listen to you, dealing with you enquiring in an efficient and sensitive manner
- Treat the personal information received from you in the strictest 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. We aim to fully respond within 10 working days. If the matter is complicated and we would need longer to fully investigate, we inform you of this within this timeframe.

It may be necessary to make contact with you to obtain more details and if felt appropriate, we may also suggest a face-to-face meeting, at which another person may accompany the complainant. When KEF KIDS are satisfied that the grievance has been suitably addressed, and the conclusion is satisfactory, a written response will be sent to the complainant detailing the findings of the investigation and any action which has been, or will be taken. Where appropriate, KEF KIDS will make a written apology to the complaint, signed by the Chair of the Trustees.

COMPLAINTS DIRECT TO THE TRUSTEES:

If you feel unable to discuss the problem with the office administrators or are dissatisfied with the response, you should pursue the matter with the Trustees by contacting:

The Trustees
KEF KIDS
c/o 15 The Ridgeway
London NW11 8TD
Trustees@kefkids.org

The Trustees will acknowledge the receipt of the complaint within 3 working days of receipt and inform you of what steps we are taking to resolve it. If there is no immediate solution, we will investigate your complaint fully, contacting all those concerned. We will then write to you within 10 working days, outlining any action we have taken, and proposals to resolve your complaint. In more complex situations, we will respond within a maximum of 28 days.



1. The complainant has the right to be accompanied by a friend, relative etc to any meetings held to discuss complaints
2. The complainant has the right to ask a friend or relative to write out the complaint for which, if possible, should then sign.
3. The Trustees shall be regularly informed by the Manager of the number and nature of any complaints and the outcome.
4. Where appropriate, KEF KIDS shall send a written apology (signed by the Chair of the Trustees) to the complainant.

IF YOU ARE DISSATISFIED WITH KEF KIDS'S RESPONSE

If after contacting the Trustees you are nevertheless not satisfied with the response to your complaint, you may wish to contact the Local Authority, or Ofsted. In addition, where there seems to be a breach of the registration requirements, it is essential to involve Ofsted as the registering body. Ofsted contact details for registering a complaint:

Ofsted
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD
0300 123 123 1

These details are also displayed on our notice board.

Outcomes of all complaints are recorded in the Complaints record.

STAFF DEVELOPMENT

All staff will be inducted into the contents of this Policy.