

KIRKLEES SUMMER PLAYScheme CAMP

COMPLAINTS PROCEDURE

This Complaints Procedure is to be used by a volunteer, member of the public, service user or service user relative when they feel that they have been personally wronged and are seeking a resolution.

If a volunteer wishes to raise a concern about a potential danger or possible illegality that they have witnessed at Camp then the Whistleblowing Policy should be used.

- 1 On receipt of a verbal or written complaint, the Joint Organisers will, normally within seven working days, instruct a suitably experienced and independent volunteer, to conduct an Investigation.
- 2 The Joint Organisers will, normally within seven working days, write to the Complainant(s) acknowledging the complaint, setting out the procedure and timescale for the Investigation.
- 3 The Investigator will, normally within seven working days, commence an Investigation.
- 4 The Investigation will include an examination of any written records and interviews with relevant volunteers and, where appropriate and/or possible, children.
- 5 The Investigator will consider the information received during the Investigation and will, normally within seven working days, submit a written Report (and any recommendations) to the Joint Organisers.
- 6 The Joint Organisers will consider the Report (and any recommendations) and take any action(s) normally within seven working days.
- 7 In the event of the Complaint being against either or both of the Joint Organisers, the Report will be submitted to the Trustees normally within seven working days.
- 8 In the event of the Complaint being against either or both of the Joint Organisers, the Trustees will normally within seven working days consider the Report (and any recommendations) and to take any action(s).
- 9 The Joint Organisers or (in the event of the Complaint being against either or both of the Joint Organisers) the Trustees will, normally within seven working days, write to the Complainant(s) to inform them of the outcome.

Reviewed and updated February 2021