

Complaints

Policy and Procedure



The Parasol Project (“Parasol”) is committed to providing a safe, accessible, stimulating and consistent service to children, their parents/carers and to our staff. We always aim to provide high quality services for everyone, but accept that sometimes things do not go to plan. In such circumstances, we want to know of any complaints so that we can put them right and learn from our mistakes.

Complaints can be made by children, parents/carers, Parasol staff and other professionals. The person making a complaint is referred to as the “complainant”. A complaint might be regarding an activity, a process or a staff member.

Parasol 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. Parasol also requests feedback from parents and children via regular evaluations and questionnaires.

Who to complain to and how

1. In the first instance, complainants are encouraged to speak with the **activity lead or service manager**, to see if the issue can be resolved informally. This can be a conversation (either in person or a phone call) or over e-mail.
2. If it is not appropriate, e.g. the complaint is about the activity lead/service manager, complainants should contact the **Executive Director**.
3. If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, the complainant should put their complaint in writing to the **Chair of Trustees**. It should include: relevant names, dates, evidence and any other important information on the nature of the complaint.

What happens with the complaint

Acknowledgement and record-keeping

Once a complaint has been received it will be acknowledged (usually via an e-mail to the complainant) and recorded electronically on Parasol's Central Record. Parasol may have to report the complaint to Oxfordshire County Council's Short Breaks team and/or Ofsted.

Investigation

The complaint will then be investigated. Usually, the activity lead/service manager will be responsible for managing complaints and communicating with the Executive Director and the trustees. If a complaint is made against the activity lead/service manager, the Executive Director will conduct the investigation. If a complaint is made against the Executive Director, the Chair of Trustees will conduct the investigation.

The Executive Director or Chair of Trustees may arrange to meet the complainant and any other relevant individuals, such as members of staff, to discuss the complaint and Parasol's response to it. The Executive Director and Chair of Trustees will judge if it is best for all parties to meet together or if individual meetings are more appropriate. A formal record of all meetings will be taken and made available for those involved.

Response

Parasol will investigate the complaint and notify the complainant of the outcome within 28 working days of receiving the complaint. This formal response will be sent to the complainant and, if appropriate, copied to all relevant members of staff. The response will include recommendations for dealing with the complaint and for any amendments to Parasol's policies or procedures emerging from the investigation.

External bodies who might be involved

- If the complaint has child protection implications, the **Oxfordshire Safeguarding Children Board** will be contacted, following 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.
- **Ofsted** may need to be notified about the complaint, if Parasol have not complied with Ofsted registration requirements.
- An **external mediator** may be involved by Parasol and/or the complainant to help communication between parties. Any mediator must ensure discussions are kept confidential.

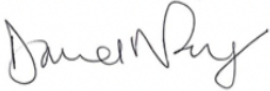
What happens if the complainant is not satisfied with the outcome

If, after all of the above process has been followed, a complainant is not satisfied with the handling and/or outcome of the complaint, the complaint can be escalated to the Oxfordshire County Council's Short Breaks team (if the complaint is regarding a child or young person with a disability) and/or to Ofsted.

Contact details

Organisation	Name / Job Title	Phone Number	E-mail
The Parasol Project CIO	Dan Norey, Executive Director / Teenage Service Manager	01865 742 816	dan@parasolproject.org
	Amy Rogers, Playbase Coordinator		playbase@parasolproject.org
	Phil Oakley, Volunteer Coordinator		volunteer@parasolproject.org
	Anna Hemphill, Chair of Trustees		annalouisehemphill@gmail.com
Oxfordshire County Council, Short Breaks	Erin Harker, Quality Improvement Manager	07920 084 250	erin.harker@oxfordshire.gov.uk
	Dee Chapman, Quality Improvement Officer	07919 306 266	denise.chapman@oxfordshire.gov.uk
Safeguarding	Multi-Agency Safeguarding Hub (MASH)	0345 050 7666 / 0800 833 408	
	LADO Team	01865 810 603	lado.safeguardingchildren@oxfordshire.gov.uk
	Jo Lloyd, Local Authority Designated Officer (LADO)	07584 581 180	jo.lloyd@oxfordshire.gov.uk

Ofsted		0300 123 4666	enquiries@ofsted.gov.uk
Police		101 / 999	

Reviewed on:	November 2024
Date of next review:	November 2025
Manager Name:	Daniel Norey
Manager Signature:	
Notes:	