



## **PROCEDURE FOR COMMENTS, COMPLIMENTS AND COMPLAINTS**

Springboard's Committee and Staff like to know what the people who use our service think about the service provided.

Ideally service users would be able to discuss their comments or complaints with the member of staff closest to them (usually the keyworker), or a parent representative. If this is not possible, we invite parents and professionals to make comments, either by writing to the Manager (or to the Chair of the Management Committee if you wish) c/o Springboard, or alternatively by phoning 01249 657145.

We particularly seek comments on the

- kind of service we provide;
- way the service is provided;
- quality of the service.

Parents should not worry about the service being taken away if a complaint is made, this will not happen.

Springboard take all complaints seriously, depending upon your concern/ complaint there are two slightly different options available to you depending whether it is related to fundraising or to the care your child has received.

If your concern/ complaint relates to the care your child have received at Springboard:

1. First point of contact is with child's keyperson
2. If the complaint/ issue is not resolved, it is discussed with the Manager (or you can contact the Chair of the Management Committee).
3. A formal written complaint can be made in writing. If a written comment or complaint is made, Springboard will write to acknowledge receipt.
4. The complaint is recorded on the Provider Complaints Record. This can then be made available upon request.
5. The manager or chair will then investigate and notify the complainant of the outcome, in writing, within 28 working days\* and actions will be agreed by all concerned.

If the complainant is not satisfied they can ask to meet with the Complaints Sub-committee, (Manager, Chair and one other committee member) but this needs to be within 28 working days of receiving the response. The Sub-committee will arrange a meeting with the complainant within a mutually agreeable time frame. They have the right to be accompanied if they wish. The outcome of this meeting will be sent in writing within 7 days.

**Maximising Ability; Minimising Disability**



**Springboard**

Tel: 01249 657145

[www.springboardchippenham.co.uk](http://www.springboardchippenham.co.uk)



Registered with  
**FUNDRAISING  
REGULATOR**

Kings Centre, Lodge Road, Chippenham, Wiltshire SN15 3SY

Patron: The Marchioness of Lansdowne    Ambassador: Brian Ashton MBE    Company No. 2698820    Charity No. 1010231



Alternatively, a complaint can be reported directly to OFSTED on any aspect of the service. There is an online form to complete <https://contact.ofsted.gov.uk/onlinecomplaints> or telephone: 0300 123 1231

Service users also have a right to report to the Funders (Wiltshire Council of County Hall, Bythesea Road, Trowbridge, BA14 8JQ, and Wiltshire Primary Care Trust of Southgate House, Pans Lane, Devizes, Wiltshire SN10 5EQ) on any aspect of the service


#### For concerns or complaints relating to fundraising

1. First point of contact is the Manager.
2. If the complaint/ issue is not resolved, you can contact the Chair of the Management Committee.
3. A formal written complaint can be made in writing. If a written comment or complaint is made, Springboard will write to acknowledge receipt.
4. The complaint is recorded on the Fundraising Complaints Record. This can then be made available upon request.
5. The manager or chair will then investigate and notify the complainant of the outcome, in writing, within 28 working days\* and actions will be agreed by all concerned.

If the complainant is not satisfied they can ask to meet with the Complaints Sub-committee, (Manager, Chair and one other committee member) but this needs to be within 28 working days of receiving the response. The Sub-committee will arrange a meeting with the complainant within a mutually agreeable time frame. They have the right to be accompanied if they wish. The outcome of this meeting will be sent in writing within 7 days.

Alternatively, as Springboard is a member of the Fundraising Regulator a complaint can be reported directly to The Fundraising Regulator, there is an online complaint form which can be found at :-

<https://www.fundraisingregulator.org.uk/more-from-us/resources/complaints-process>

This procedure was adopted on:	January 2020
Date to be reviewed:	January 2021
Signed By: 	-
Name of signatory: Jane Boulton	Role of signatory: Manager

