

## Policy Statement 3: Comments, Compliments and Complaints

### Procedure

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 trustee. 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 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.

### The Complaints Procedure

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 Chair, if applicable) formal written complaint can be made in writing. If a written comment or complaint is made, Springboard will write to acknowledge receipt.
3. The complaint is recorded on the Provider Complaints Record. This can then be made available upon request.
4. The Manager or chair will then investigate it 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, 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 4666

Service users also have a right to report to the local authority, Wiltshire Council of County Hall, Bythesea Road, Trowbridge, BA14 8JQ on any aspect of the service.

Policy approved 14.03.2024.

**Maximising Ability; Minimising Disability**



**Springboard**

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