**LWCA COMPLAINTS PROCEDURE (For Complaints against LWCA)**

All service users and their representatives (e.g. parents/carers, social workers) should be made aware of and have access to this procedure. LWCA will take all complaints seriously and aim to resolve any issues to the satisfaction of those making the complaint.

LWCA values and encourages feedback on our service and will treat those making complaints with respect, courtesy and gratitude. LWCA aims for its provision of service to be of benefit to the children and young people and the families they serve and therefore will treat the views of service users and their representatives seriously and respond to complaints promptly as outlined in the following procedure

**PROCEDURE:**

* If a service user or their representative has a complaint concerning a member of staff or a trustee, they are, in the first instance, encouraged to make their complaint directly to them.
* If this is not appropriate or is of a sensitive nature, the service user or representative should raise the complaint with the Play Leader supervising the session.
* The Play Leader will investigate the complaint and agree with the service user or representative on what action, if any, to take. Wherever possible the complaint will be responded to within seven (7) working days of the matter being raised.
* If the service user or representative agrees with any proposals made, this will be the end of the matter.
* If the service user or representative does not agree or if the Play Leader is unable to resolve the issue, the matter should be referred in writing to the Scheme Manager/Project Manager. Wherever possible a referral should be made within seven (7) working days of the original complaint and wherever possible a response will be provided in writing within seven (7) working days of the matter being raised.
* If the service user or representative agrees with the proposals made, this will be the end of the matter.
* If the service user or representative does not agree or the Manager is unable to resolve the issue, it should be referred in writing to the LWCA Management Committee. Wherever possible, any referral will take place within seven (7) working days of the original complaint and wherever possible a response will be provided in writing within seven (7) working days of the matter being raised.
* The Chairperson’s decision will be given in writing and will be final.
* Where a complaint is made against the Management Committee or the Chairperson, the following procedure will be followed:

In the event of the matter being unresolved internally, it should be referred in writing to OFSTED at:

 The National Business Unit,

 OFSTED,

 Piccadilly Gate,

 Store Street,

 MANCHESTER. M1 2WD

Tel: 0300 123 1231

A **Complaints Record** must be completed following this procedure and shared with service user or representative.

A copy of the record will be kept in the service user’s file and later destroyed in line with LWCA Archiving Procedures.

Updated May 2015

**LWCA COMPLAINTS PROCEDURES**

**OFSTED REGISTRATION AND REGULATIONS**

The Weekenders Club is regulated and inspected by Ofsted and as such is required to meet the National Full Day Care Standards under the regulation of the Children Act.



Our Registration number at Vine is

EY463923

If you have any complaints, queries or would like further information you should contact Ofsted at:

The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone OFSTED: 0300 123 1231

If you wish to make a less formal complaint, you can contact the Play Leader during scheme opening hours 10.00 a.m. – 4.30 p.m. at the weekends

Saturday: 07962871769

Sunday: 07962 871767

The Manager is available throughout the week

tel. or fax. Leeds (0113) 2165133

mobile 07506722495 / 07534 972 384

e-mail: liz.sunderland@lwca.co.uk or jan.wright@lwca.co.uk

or by post to

The Weekenders Club, Suite 4, Gledhow Mount Mansion,

32 Roxholme Grove, Leeds, LS7 4JJ