

18. Complaints Policy

Policy statement

Flying Futures recognises that everyone who uses our services, activities and/or facilities has the right to a high standard of service and a right to complain if they are not happy with any aspect of what we do. Learning from complaints helps Flying Futures to improve the services that are provided.

The purpose of the Complaints Policy & Procedure is to achieve the following outcomes:

Purpose

- a. Help Flying Futures to provide a service of the highest standard to everyone that engages with the organisation.
- b. Help Flying Futures to ensure that everyone that uses (or wishes to use) the organisation's services know that they have a right to complain if they need to.
- c. Help Flying Futures to deal with complaints in a positive way and use them to improve the organisations services.
- d. Set out the issues that could be covered under this procedure.
- e. Set out the steps everyone should take if they wish to make a complaint to Flying Futures.
- f. Set out how Flying Futures will deal with complaints in a fair and consistent way.

Who this Complaints Policy & Procedures applies to

This **Complaints Policy & Procedure** applies to all children, adults, parents and families, as well as carers and advocates. In addition it applies to every person that attends - or wishes to make use of - Flying Futures facilities and services.

However, this policy and procedure **is not** intended to be used by Flying Futures staff or volunteers who may be unhappy about their own experience in the workplace. In these circumstances, staff members should use the **Grievance Procedure** (found in section four of the **Employee Handbook**) and volunteers should use the **Complaints Procedure for Volunteers** found in the **Volunteers Handbook**.

The **Complaints Policy & Procedure** are also **not** intended to cover concerns that staff may have about issues of possible malpractice or wrongdoing in the workplace. These concerns should be dealt with under the **Whistle Blowing Policy & Procedure** found in this **Safeguarding Handbook**.

If anyone - whether a Flying Futures staff member, child, adult, parent, family member, carer or advocate - is concerned that a child or adult may be at risk of harm, they should use the relevant procedures contained within this Safeguarding Handbook - rather than this Complaints Policy & Procedure.

How Flying Futures will seek to deal with complaints

- Defining clearly what is mean by a complaint
- Setting out a procedure that can be easily followed and understood
- Making sure that everyone knows about this policy and procedure
- Producing child and adult friendly material explaining this policy and procedure
- Reassuring people that they will not be penalised in any way for using the complaints procedure - and that Flying Futures will respond positively to any complaints made in good faith
- Offering extra support to those who need help to make a complaint
- Taking a staged approach to complaints, that takes account of the level of seriousness and the possibility of resolution at different points
- Investigating each complaint as objectively and fully as reasonably possible
- Keeping the complainant informed during the course of the investigation, as well as about the outcome of their complaint
- Keeping clear records of complaints and of how they are resolved.

Reviewed & Updated: April 2022

Flying Futures will review this **Complaints Policy** and best practice at least annually. In addition, more frequent reviews will be undertaken following a change in safeguarding legislation; following the implementation of a new activity or service which involves contact with children and/or adults at risk; following a safeguarding incident within Flying Futures (or one which directly concerns or affects Flying Futures); and/or following a significant organisational change.