

Department	Foundation
Policy	Complaints Policy
Date approved	September 2023
Review date	September 2026
Approval	Chief Executive Officer
Version	4

Lincoln City Foundation (Charity Number: 1128464)

Complaints Policy and Procedure

Lincoln City Foundation is committed to providing a safe and stimulating environment ensuring a consistent and accessible service that meets the needs of those attending.

We welcome suggestions on how to improve our service and we will give prompt and serious attention to any concerns about the running of our projects.

It is the hope of the Foundation that all issues will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

Stage 1

Any participant, parent, carer or partner who would like to raise a concern or enquiry about an aspect of the provision can talk through their worries and anxieties at the delivery session with the:

- a) Lincoln City Foundation activity facilitator, or
- b) Lincoln City Foundation department manager, via

Email: enquiries@lincolncityfoundation.co.uk or Tel: 01522 563792

Where a written response to their concerns raised is required, this should be requested at this stage. It is hoped that most complaints should be resolved informally as part of Stage 1 by the person receiving the complaint, or their programme manager.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, a request to move this to Stage 2 can be made in writing (including email) to the Lincoln City Foundation Director of Operations (via the above email) who will investigate the complaint. The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed within 5 working days.

When a formal complaint has been fully investigated, the Lincoln City Foundation will ensure that the person who made the complaint is informed, in writing, of the outcome within 28 days, in line with confidentiality information sharing.

Stage 3

If the person who made the complaint is not satisfied with the outcome of the complaint, they should contact the Lincoln City Foundation Chief Executive Officer.

If the complaint has been dealt with by the Chief Executive Officer at an earlier stage this may be passed onto the Foundation's Chair of Trustees to reach a final resolution.

Complaints, depending on the nature of the complaint, may also be made to raise their concern via the following external bodies:

- Charity Commission (www.gov.uk/government/publications/complaints-about-charities)
- EFL Trust (info@elftrust.com)
- Ofsted (see below).

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Ofsted Registered Provision (Bishop King After School Club, St Peter at Gowts After School Club and Football Holiday Club)

For our provision that is registered with Ofsted, individuals are advised that If you are concerned about anything you see or hear at an early years or childcare provider, you should raise this directly with the service.

If you cannot resolve the matter in this way, or if you have safeguarding concerns, please contact Ofsted on 0300 123 4666 or visit <https://contact.ofsted.gov.uk/online-complaints>.

All complaints will be kept on record for three years including the outcome of the investigation and the action that was taken in response.

The complaints procedure and above details will be displayed prominently at Lincoln City Foundation.

If a child/vulnerable adult appears to be at risk, the Foundation will follow the procedure of the Lincoln City Foundation's Safeguarding Policy. In these cases, Chief Executive Officer or the departmental Designated Safeguarding Officer (DSO) will investigate the complaint and follow the appropriate action.

Any complaints regarding the Foundation and/or the staff/volunteers and/or participants involved in our projects will be recorded in detail and kept on record.

Governance

This policy will be reviewed every three years and amended as necessary, or earlier in accordance with any forthcoming legislation or dispute. All employees should pass suggestions or recommendations for the revision of any aspect of the policy through professional channels to the governance lead or a member of the senior leadership team.

Approval is required from the governance lead and Chief Executive Officer.