



Engage Community

Complaints Policy

1. Policy Statement

Engage Community is committed to providing high-quality services for all children, young people, parents/carers, schools, and partners. We value feedback as it helps us improve and ensures that concerns are dealt with fairly, consistently, and promptly.

We recognise that, despite our best efforts, there may be times when parents/carers or others are dissatisfied. This policy explains how complaints can be made and how they will be handled.

2. Aims

Through this policy, Engage Community aims to:

- Provide a clear and accessible process for raising complaints.
- Respond to complaints in a timely, fair, and respectful way.
- Resolve concerns at the earliest possible stage.
- Learn from complaints to improve our services.

3. Scope

This policy applies to:

- Parents and carers of children attending Engage Community activities.
- Schools and partners we work with.
- Members of the public with a direct concern about our services.

Complaints from staff will be managed under our **Staff Grievance Policy**. Safeguarding concerns will be managed under our **Safeguarding Policy**.

4. Informal Resolution

Most concerns can be resolved quickly and informally. Parents/carers are encouraged to:

- Speak directly to the Lead Coach at the session.
- Contact the Engage Community office (by phone or email).

We aim to resolve informal concerns within **5 working days**.



5. Formal Complaints Procedure

If the matter cannot be resolved informally, the following steps apply:

Stage 1 – Written Complaint

- The parent/carer (or complainant) should complete a **Complaints Form** or submit their complaint in writing to the Engage Community Manager (by email, post, or in person).
- An acknowledgement will be sent within **3 working days**.
- The Manager will investigate and provide a written response within **10 working days**.

Stage 2 – Review by Senior Management

- If the complainant is not satisfied with the response, they may request a review by a member of the Senior Management Team.
- This request must be made within **10 working days** of receiving the Stage 1 response.
- The Senior Manager will review the complaint and provide a final written response within **15 working days**.

Stage 3 – External Referral

- If the complainant is still dissatisfied, they may escalate the matter to the relevant external authority (e.g. Ofsted, Local Authority, or funding body, depending on the issue).
- Details of relevant bodies can be provided on request.

6. Principles of Complaint Handling

When handling complaints, Engage Community will ensure that:

- Complaints are taken seriously and handled confidentially.
- All parties are treated with respect and fairness.
- Children and young people are safeguarded throughout the process.
- Complaints are investigated without bias, with an open mind, and using evidence.
- Learning outcomes from complaints are recorded and acted upon.

7. Monitoring and Learning

- A log of all formal complaints will be maintained securely.
- Senior Management will review complaints annually to identify patterns and areas for improvement.
- Outcomes of complaints may be shared with staff (without personal details) to improve practice.



8. Review of Policy

This policy will be reviewed annually, or sooner if guidance or legislation changes.

Adopted by Engage Community

Date: 01.09.2025

Signed: Matt Price (CEO Engage Community)