



SUMMARY

Shine is committed to maintaining a high-quality, safe, and accessible environment for children and encourages open communication to promptly address and resolve any concerns or complaints. This policy outlines a clear, staged procedure for handling complaints, ensuring timely investigation, resolution, and, where necessary, referral to higher authorities or external advisors.

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RATIONALE

Shine always aims to provide high-quality services for everyone but accept that occasionally there may be issues that need to be raised as a complaint. This policy exists to ensure open communication and inform of complaints to allow Shine to respond in an appropriate manner and prevent the issue occurring again.

PROCEDURES

1. If for any reason your child encounters any problems, please raise your concerns with a senior staff member promptly.
2. Shine maintains that good communication between staff and parents/carers is very important, and staff/parents/carers should feel that the door is always open if anyone needs to speak.
3. **Stage One:** If a parent/carer has a complaint about some aspect of Shine's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or a member of the management team.
4. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, a manager should be approached, and they will try to resolve the problem. If a satisfactory resolution cannot be found, then stage two of the procedure will formally come into operation.
5. **Stage Two:** If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the appropriate manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included. Shine will acknowledge receipt of the complaint within 3 working days, respond and fully investigate the matter within 10 working days. If there is any delay, Shine will advise the parent/carer of this and offer an explanation.
6. The manager will be responsible for sending them a full and formal response to the complaint. If the manager has good reason to believe that the situation has



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safeguarding implications, they should inform the DSL and ensure that the local social services department is contacted, according to the procedure as set out in the company's Safeguarding & Child Protection Policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

7. The formal response to the complaint from Shine will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the company's policies and procedures emerging from the investigation.
9. If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Shine's response will be passed to the Directors for review, who may, if appropriate seek the advice of Delegated Services as our external advisors.
10. Once all efforts have been made to resolve the complaint internally, if appropriate, the complainant will be advised to raise their complaint with the relevant external agency or local authority.