

PLAY'N'CARE **COMPLAINTS POLICY**

All users of Play'n'Care should be able to complain effectively and without fear of victimisation.

To achieve this the club will:

- Promote an environment of mutual respect, trust and open communication.
- Treat each individual equally and fairly
- Provide opportunities for everyone to be consulted and to value the opinions expressed
- Produce a Complaints Procedure to support the club's Aims and Objectives, (including access to an independent arbiter when agreement cannot be reached).
- Train staff in the handling of complaints
- Utilise the Complaints Procedure fairly with all persons or agencies involved in the club.
- Record all complaints whether informally or formally made.
- Provide a private area for users to discuss matters with staff or committee members where appropriate.
- Provide the Care Commission with information on the club's response to complaints as and when requested to do so