



## **STAFF COMPLAINTS PROCEDURE**

There may be occasions when a member of staff has a grievance or complaint. In most cases, the member of staff should refer the complaint to their immediate supervisor or director.

In circumstances where the grievance or complaint is against the Setting Manager, Director or the Company the matter is to be referred to the Managing Director Ryan Robertson. This can be done initially by telephone, e-mail or letter.

The procedure for dealing with such complaints will be the same in all circumstances and these steps are detailed below: -

1. Initial contact should be made with the appropriate person who will handle the issue.
2. The recipient will allocate a convenient time and place for the complainant to outline their issues. Within reason this meeting should take place within 7 working days of notification.
3. Notes will be taken during the meeting and a subsequent written account of the meeting will take place. The accuracy of the meeting will be verified by the need for both parties to sign and confirm the document.
4. It is hoped that most issues can be resolved during this meeting but, should this not be the case then a further meeting should be arranged. This will inevitably be the case if further investigations into the complaint are needed.
5. During the next meeting there will again be notes taken and a written record made that will be signed by both parties. Any agreed action plan should be shown in this document. Dates should be set to monitor the issue if necessary.
6. If the matter is not resolved, or agreement made on the way forward, then the matter must be referred to Ryan Robertson, Managing Director.
7. A meeting will be arranged between the claimant and Ryan Robertson. All appropriate documentation will be sent to Ryan Robertson prior to the meeting. The Supervisor or Director need only be present if requested by the complainant. Again, notes of the meeting will be taken and validated by both parties.
8. Following the meeting a final decision on the issue will be passed together with any follow-up action if needed. This decision will be confirmed to the complainant in writing.

Finally, should the complaint be about the Managing Director then a letter must be sent to Director Mrs. D.I. Proudfoot. She will decide who will deal with the complaint and enlist the help of other Directors. Where appropriate she will follow the procedures laid out above.

Reviewed September 2024