



Complaints Policy

Reviewed: Jan 2023

Next Review: Jan 2025

Complaints Policy Statement

BIGKID Foundation (BIGKID) recognises its responsibility to support its staff and volunteers to achieve and maintain high standards of behaviour and effective delivery of the aim and purpose of improving the lives of young people in London at risk of social exclusion. BIGKID is committed to dealing fairly, constructively and consistently with expressions of concern or dissatisfaction from its staff, recognised volunteers, user groups and the general public.

Definition of a complaint

A complaint is an expression of concern or dissatisfaction about any aspect of the BIGKID Foundation, its programmes, staff, trustees or volunteers.

Making a complaint

Most complaints can be resolved by contacting the local Outreach Officer or Facilitator on any particular programme or project. This is often a much more efficient and quicker way to resolve your concerns.

We encourage you to speak with the local lead Outreach Officer or Facilitator about your concerns, before escalating these into a formal complaint via BIGKID Foundation Head Office.

If you are a parent your local Outreach Officer or Facilitator details can be found on the about us page on the website. If you cannot find these details, please contact info@bigkidfoundation.org requesting their details.

If you do not feel comfortable contacting this person or this person is involved in your complaint, you can approach a senior member of staff by contacting the office or emailing making clear whom you would like to contact.

Please view the attached complaints procedure for instructions on the stages concerned making a formal complaint.

Complaints Procedure

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How to make a formal complaint

Step 1

We hope that your local Outreach Officer/ Facilitator is able to resolve your concerns. If this has not been possible however, you can make a formal complaint to BIGKID Foundation by requesting for a complaints form by email to info@bigkidfoundation.org

Complaints are much better made in writing. If you do not wish to write this yourself, we advise that you ask someone do this on your behalf and show you a copy for approval before sending it to BIGKID.

- When making a complaint, you are invited to set out the background and history of the situation, giving names (for example, the member of staff and programme), dates and places where possible, the reasons why you are particularly concerned and what you would like the outcome to be.
- If you are complaining about a programme that your child is on, please provide your child's full name and date of birth in your complaint so that they can be identified on our membership system. We will then be able to direct your concerns appropriately.
- Be clear and concise. If they follow a logical order, bullet points and notes are fine.

- Although you are not expected to prove the truth of what you are saying, you will need to demonstrate that there are sufficient grounds for your complaint or concern in order for your complaint to be investigated.

Step 2

We will acknowledge your complaint within 10 working days. If your complaint involves a local Outreach Officer or Facilitator (volunteer line manager), it will be sent to a senior member of staff at Director level. Once your complaint has been received, the assigned member of staff will contact you as quickly as possible:

- Acknowledging that the complaint has been received.
- Indicating how they propose to deal with the matter.
- If an investigation is needed, giving an estimate of how long it will take to provide a final response (approximately 28 days). If your complaint is taking longer than anticipated to resolve, you will be kept informed of this and told when you can expect to receive further contact.

The amount of contact between the assigned member of staff and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary you will be asked for further information. If you are invited to attend any meeting to discuss your concern, you have the right, if you so wish, to be accompanied by a guiding colleague or a friend who is not involved in the complaint.

Step 3

The assigned member of staff will make initial enquires to decide whether an investigation is appropriate and, if so, what form it should take.

Some complaints or concerns may be resolved by agreed action (verbal or written) without the need for investigation.

If an investigation is required, the assigned member of staff will contact you in writing once this is completed - to inform you of the outcome of their investigations and any action taken or planned.

Concerns or allegations which fall within the scope of specific procedures, such as the disciplinary process, will be referred for consideration under those procedures.

Step 4

If you are not satisfied with the proposed resolution, you may respond to the investigator to request a review. You will need to describe why you are not happy with the response you have already received and what you think should be the correct response.

This request must be made within 14 days of the date of the letter informing you that the assigned member of staff has completed their investigation.

An independent adult member will be appointed to your case to conduct the review. Each case will be considered on an individual basis and it will be decided by the reviewer whether a review (using only the completed investigation from steps 1 to 3) or reinvestigation into of any aspects of the complaint is appropriate.

The reviewer will give you an estimate of how long it will take to provide a final response. If this is taking longer than anticipated, you will be kept informed of this and told when you can expect to receive further contact.

The purpose of the review is to make sure that your complaint has been thoroughly investigated and that the decision made about your complaint is based on accurate findings and supported by evidence.

Once the review is completed, you will be contacted in writing to inform you of the outcome of the review and any further action taken or planned. The reviewer's decision is final and marks the end of the complaint process.