

Marvels and Meltdowns
Formal Complaints Procedure



1. Stage 1

1.1. If you are unable to resolve the issue informally and wish to make a formal complaint you should request a copy of Marvels and Meltdowns Formal Complaints Policy and Procedure from the line manager of the member of staff concerned. This will be sent to you on the day of request. If we hear nothing further from you 28 calendar days from this date we will regard the complaint to be closed.

1.2. Upon receipt of Marvels and Meltdowns' Complaints Policy and Procedure, you should write a formal letter of complaint to the line manager of the member of staff concerned.

1.3. In your letter, you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

1.4. You can expect the complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 10 working days. The written response will also notify the complainant that they have 28 days in which to ask for the complaint and response to be reviewed (stage 2); if they are dissatisfied with the response they have received.

1.5. If you are unsure which member of Marvels and Meltdowns staff to write to, your complaint should be addressed to the Secretary to the Founders of Marvel and Meltdowns.

1.6. Our contact details are Marvels and Meltdowns, Marvels and Meltdowns ADHD & ASC Family Centre @ Little Waves (Head Office), St Vincents College Campus, Mill Lane, Gosport. PO12 4QA. Tel: 023 926 03 625

2. Stage 2

2.1. If you are dissatisfied with the stage 1 response to your complaint then you can write to the Secretary to the Founders of Marvels and Meltdowns stating the reason why you are dissatisfied with the outcome and ask for your complaint and the response to be given further consideration. You can expect your request to be acknowledged within 4 working days of receipt, describing the process the complaint investigation will follow.

2.2. A stage 2 complaint will be co-ordinated by a member of the Senior Management Team, or other delegated senior member of staff, who will respond within 20 working days with a full written response giving details of any right of appeal.

2.3. Marvels and Meltdowns' aim is to resolve all matters as quickly as possible, however, if a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

3. Stage 3

3.1. If you are not satisfied with the response from stage 2, you then have the option of asking for a review of your complaint in writing to the Chief Executive of Marvels and Meltdowns, Marvels and Meltdowns ADHD & ASC Family Centre @ Little Waves (Head Office), St Vincents College Campus, Mill Lane, Gosport. PO12 4QA. Tel: 023 926 03 625 stating the reason why you are dissatisfied with the outcome of your complaint. You should do this within 10 days of receiving the written response from stage 2.

3.2. The Chief Executive in conjunction with the Chair of the Board of Trustees will respond normally within 5 working days to inform you of the action which will be taken to investigate the complaint, and the expected timescale of the investigation. If your original complaint was against the Chief Executive then the Chair and the Vice-chair of the relevant sub-committee, will handle the final appeal stage.

3.3. The relevant history of the complaint will be made available to the Chief Executive so that a full investigation can be carried out. That investigation may include interviews with the complainant, any staff involved, any witnesses and will also include documentation evidence where appropriate.

3.4. The outcome of the investigation will be communicated to the complainant in writing with details of any action taken and a time-scale for implementation (if applicable and appropriate). All appropriate members of staff will also receive a copy of this report, which will also be presented to the Board of Trustees.

3.5. Should a complainant still be dissatisfied with the outcome they should be informed of their right to seek legal redress or to make representation to any appropriate statutory body.

3.6. Appropriate staff concerned should report back to the Chief Executive within ten days of their receipt of the outcome of the Stage 3 complaint, explaining how they have implemented any recommendations.

Policy issue date:

Policy agreed by the Board of Trustees:

Policy review date: