



## **Complaints Policy**

At The Maker's Place we aim to work in partnership with all who come to deliver a high quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of their developing into formal complaints. If you have any concerns about our work please tell the volunteer or member of staff whom the concern relates to as soon as possible, so they can quickly understand your concerns and try to put things right.

If you are not happy with the response to your concern and/or you want to make a formal complaint please follow the procedure below.

### **Stage 1**

The Maker's Place aims to settle the majority of complaints quickly and satisfactorily by the member of staff who provided the service. The complainant can talk in person with the member of staff concerned. This may be resolved by way of an apology or by an acceptable explanation to the individual person.

### **Stage 2:**

Complaints about aspects of a The Maker's Place activity/ an individual volunteer

- The complainant may talk to the safeguard lead or deputy safeguard lead or make their complaint in writing to them. The complaint should include the complainant's name and address, the nature and date of the complaint and how they want to see it resolved and sign the complaint. The complaints form can be requested from [info@themakersplace.co.uk](mailto:info@themakersplace.co.uk) or collected by the complainant in the craft cabin.
- The safeguard lead or deputy safeguard lead will discuss the matter informally with the child/young person/adult/parent or carer concerned and aim to reach a satisfactory resolution.
- If appropriate the person will be encouraged to discuss the matter with the volunteer concerned.
- If the person feels that this is not appropriate, the Safeguard lead will then discuss the complaint with the volunteer and try to reach a satisfactory resolution.

### Stage 3

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the person complaining should put their complaint in writing to the director.

The director will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to The Maker's Place practices or policies as a result of the complaint.
- Meet relevant parties to discuss The Maker's Place response to the complaint, either together or on an individual basis.

If child protection issues are raised, the safeguard lead will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the safeguard lead will contact the police.

### Making a complaint to LADO

Anyone can submit a complaint to LADO about The Maker's Place at any time. To notify the LADO of an allegation, an Allegations Reporting Form (ARF) will need to be completed and forwarded to Somerset Direct: [sdinputters@somerset.gov.uk](mailto:sdinputters@somerset.gov.uk) More information can be found here

<https://sscb.safeguardingsomerset.org.uk/working-with-children/allegations-management/>

Alternatively you can phone Somerset Direct on 0300 123 2224 and request an ARF.

This policy was adopted by: The Maker's Place Date: 7th April 2023

To be reviewed: 6th April 2024

Signed: Sarah Dunning  
Safeguard Lead