

The Bosco Centre	
Policy:	Complaints Procedure
Applies to:	College, Independent School, Nursery and Youth Clubs
Reviewed:	Oct 2016
Next Review:	Nov 2017

Any complaints from:

- Parents
- Students
- Youth club members
- Residents
- Any other users of the Centre, including staff

should, in the first instance, be dealt with by the relevant Manager.

If the manager is unable to deal with the grievance, it will be passed on to the Principal.

If the person concerned is still not at ease with the outcome, then they should be given the opportunity for it to be referred to the Trustees of the Centre, and may bring along a friend to help represent him or her at the meeting.

Stages of logging a complaint

Stage 1 – Immediate within the day to the line manager/manager, where the person responsible will answer the complaint within their area of responsibility. This needs to be put in writing.

If you have not had any satisfaction or if the complaint is not satisfactorily or amicably redressed/resolved then the complaint should be escalated to stage 2

Stage 2- Within two days to the Principal – who will try to resolve difficulties as far as s/he is able

If still no satisfaction the complaint is further escalated to stage 3

Stage 3- Within two weeks to trustees, who will reply within ten days of receiving the complaint and whose decision will be final

Stage 1 - Logging a complaint

Date:

Time:

Place:

Appellant's name:

Address:

Phone number:

Nature of Complaint

Person spoken to :

Answer to complaint

Was the person satisfied? YES/NO

If not, has the person been referred on : YES/NO to whom

Signature of appellant:

Signature of person responsible:

Stage 2 – Logging a complaint with Principal

Date:

Time:

Place:

Appellant's name

Address:

Phone number:

Nature of complaint if added to from first stage

Person spoken to :

Answer to complaint if added to from stage 1

Was the person satisfied? YES/NO

If not has the person been referred on : YES/NO to whom

Signature of appellant:

Signature of person responsible:

Stage 3 – Logging a complaint with the Trustees

Date:

Time:

Place:

Appellant's name:

Address:

Phone number:

Friend/ representative/ accompanying person's name:

Address:

Phone number:

Nature of Complaint if added to from stage 2

Persons spoken to :

Answer to complaint if added to from stage 2

Final decision made

Date: