



## **Children's Complaints Process**

We promise to do the best we can and always listen to what you have to say.

Please tell us about anything that you are not happy about.

**Tell us what you think**



## **What to do if you have something to say**

Talk to one of the Playworkers or the Playleader as we might be able to make things better straight away.

If this would be difficult, then please ring the office (01225) 832479 or text 07792 500087 or send us a message on our Facebook page

**Something not quite right?** We're sorry if there's anything we've done to make you feel upset or unhappy. What's important now is getting your complaint heard, so we can put things right.

If something went wrong, we need to know so we can try and sort the problem

Please tell us what could be better. Hearing what you've got to say helps us to improve what we can offer to children, and young people. If you have an idea, including how we could improve our services, don't hold back. We'd love to hear it.

All complaints will be handled in line with our Confidentiality Procedure which means we won't tell anyone your name. We will just try and make things better.

## **How to make yourself heard**

Don't forget to let us know what or who your comment is about. Don't keep it to yourself. Remember to say how you'd like us to get in contact with you. We can email, call, or write – whatever you prefer.

## **How long will it take?**

We will try to sort out your complaint as quickly as we can. Sometimes we can do this straight away by talking it through with you. Sometimes we will need to speak to other people to find out what has gone wrong

## **When will I know?**

We will tell you we have done as soon as possible but this might take up to 28 days. We will ask you whether this has made things better.