Policy name 13 Complaints policy		Effective from	1/6/24
Last reviewed	June 2026	Agreed by BoT	22/6/26
Reviewed by	Board of Trustees	Next review	June 2029

13 Complaints Policy

INTRODUCTION

Playskill prides itself on the quality of its work and aims to offer the highest standards of service in all areas. Complaints about any aspect of the organisation will be taken seriously and processed according to agreed procedures. Playskill is committed to continually improving its services and welcomes feedback from people who use those services or are linked to them. Information gathered is monitored and used as a means of improving services.

Through its human resource activities, Playskill seeks to ensure that employees of the charity are able to provide high quality services on a consistent basis.

This policy and procedure can be used by anyone who uses Playskill services i.e. parents, volunteers, funders and the wider public. The policy applies to Playskill services in any form including remote delivery of services.

Procedures for dealing with employment related issues including staff grievances are detailed in Grievance Policy and the Disciplinary and Capability Policy available in the Employee Handbook and are managed through the line management structure.

OBJECTIVE(s)

The objective of this policy is to outline Playskill's Complaints Policy, the process of making a complaint and how this is managed by Playskill. The appeals process and the recording of complaints are also detailed.

RESPONSIBILITIES

Everyone working within the organisation (including staff, volunteers, and trustees) has a responsibility to ensure that people who use Playskill services have appropriate opportunities to raise issues with Playskill.

If the complaint is with regard to the CEO the complaint letter should be written to the Chair of Trustees c/o The Playskill Office. If the complaint is with regard to a member of the Trustee Board the complaint letter should be written to the Chair of Trustees. If the complaint is with regard to the Chair of Trustees the letter should be written to the HR department.

Playskill, c/o Adeyfield Free Church Centre, Maylands Avenue, Hemel Hempstead, Herts HP2 4GZ
(o) 01442 793306 (w) playskill.org (e) info@playskill.org
Registered charity number (CIO) 119823

IMPLEMENTATION

Procedure

In the first instance, it is our expectation that most complaints will be managed locally as they arise. If the complaint is not able to be resolved the complaint should be set out in writing to the CEO. The letter will be acknowledged by the CEO normally within seven working days of receipt. If the complaint is about the CEO/Trustee the same procedure will be followed by the Chair of Trustees. If the complaint is about the Chair of Trustees the procedure will be followed by the remaining Board members.

Information regarding the issues raised will be treated seriously and sensitively. Confidentiality will be respected at all times, however it should be noted that sometimes it is necessary to share certain information with others, where this is the case it would be strictly on a need to know basis. If the complainant would like to remain anonymous, they should in the first instance email their complaint to HR@playskill.org

The CEO will carry out a full investigation into the circumstances surrounding the complaint and make a decision/form a conclusion. A response will be sent to the complainant within 28 working days of receipt of the complaint. Where additional time is required to complete an investigation, the complainant will be kept informed of progress and provided with an updated timescale.

If the complaint is upheld, the complainant will receive a full apology and, where appropriate, be given details of any action that the organisation intends to take to improve the service and/or address the complaint. Our aim is always to achieve resolution at the earliest stage possible.

If the complainant is not satisfied with the response and decision they should be advised to follow the appeals policy.

Appeals Policy

The complainant should write to the Trustees outlining their grounds for appeal within 15 working days of receiving notification of the decision.

The Trustees will acknowledge the letter within one week of receipt. The Chair will appoint a panel of designated trustees (two) to carry out an investigation, neither of whom should would have been involved in the original complaint investigation. The investigation at this stage will focus on whether the process has been carried out properly and will check that the fundamental issues have been investigated and addressed fully.

The investigating panel will produce a full response, which will contain sufficient information to show that the complaint has been fully addressed and investigated. The Chair together with the panel will decide on the appeal. The decision will be final. The complainant will be notified of the outcome of the appeal within 28 working days of receipt of the letter.

Recording and Monitoring Complaints

All complaints received together with a record of the response will be recorded and reported to the Chair of the Board of Trustees.

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All complaints will be monitored and relevant information for the improvement of the organisation will be fed into the planning cycle for the charity's strategic and operational plans.

Playskill will make reasonable adjustments where required to support individuals in accessing the complaints process.

CHANGES FROM PREVIOUS VERSION

Section	Change	Reason for Change
All sections	Updated format and wording	Changes to reflect new Policy template

APPROVAL

Policy prepared by: Niki Michael, CEO

Approval required by: Board of Trustees

Signed on behalf of Board of Trustees

Signed: 

Name: Vicky Greig, Co-Chair of Board of Trustees

Date: 22/6/26

Related Policies:

Sexual Harassment Policy

Third Party Sexual Harassment Policy

APPENDIX 1

COMPLAINTS PROCEDURE
INVESTIGATION MONITORING FORM

Please complete sections 1 and 2 and send to the CEO/ Chair of Trustees if about CEO]

1. **Details**

Name of person raising issue/complaint:

Relationship to Playskill: Date complaint made:

Received by: Job Title [if applicable]:

Date of receipt of complaint

Proposed date of response

Group Name:

Would you please describe the issue/complaint *(continue on an additional sheet if necessary):*

If the issue has been referred on for resolution, please confirm contact to whom documentation given:

Investigators Name: Date appointed:

2. Complainant contact details

Address: ……..….Phone: ……
…… Email: ……
…… Preferred
…… language:……

Postcode: ……

Information about access or communication support needs and preferred format of materials:

3. Investigation Planning and Implementation

Proposed timescale: Actual Timescale:

4. Investigation Summary

Summary of Report (for complaints monitoring):

5. Outcome

Signed: …….. Date: ……

Insert additional information in appendix if required.