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Review Date	Author	Changes Summary
01/02/16	AB	Formatting
01/02/18	AB	Clearer Headings
05/08/20	AB	Checked – address added

# General Complaints Policy

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### 1. Policy Statement

Manchester Settlement aims to provide high quality services that meet your needs. We believe we achieve this most of the time: if we are getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with the Manchester Settlement, please tell us

### 2. If you are unhappy

- If you are unhappy about any Manchester Settlement service, please speak to the relevant staff member, or the service manager
- If you are unhappy with an individual in Manchester Settlement sometimes, it's best to tell him or her directly. If you feel this is difficult or inappropriate then ask to speak to the staff member's manager.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

### **3. Procedure for Making a Written Complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive at the below address (If your complaint is about the Chief Executive, please write to the Chair of Trustees. All written complaints are logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be resolved and where possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of Trustees who will report the matter to the next Trustee Meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Manchester Settlement's services.

A review of the complaint will be made after 10 working days and weekly thereafter until the complaint has been resolved.

### **4. Complaints about Childcare Services**

Please follow the above procedures

If after we have responded to your complaint you are not satisfied, and your complaint is about any aspect of childcare you can write to;

OFSTED

Early Years

3rd Floor

Royal Exchange Buildings

St Anns Square

Manchester

M2 7LA

Our registration number is EY408887

Tel : 0845 601 4772

### **5. Contacting us**

You can contact us in the following ways

Manchester Settlement

The New Roundhouse

1328 – 1330 Ashton Old Road

Manchester

M11 1JG

You can telephone us on 0161 9741300

You can email to [info@manchestersettlement.org.uk](mailto:info@manchestersettlement.org.uk)