

Infinity Children's Wellbeing is passionate about empowering children to explore who they are so they can flourish in childhood, and we value each child's uniqueness and will always strive to nurture their talents. We support children to achieve their best in a safe and inclusive environment. We promote personal growth and support each individual as they explore the world to become the best version of themselves.

We ensure that all children, and parents/guardians are listened to, openly valued, safe and have the confidence to participate in all activities. Infinity Children's Wellbeing strives to remove barriers to enable a child to understand their own wellbeing needs. We celebrate diversity and through this we encourage and support a society of equality, acceptance and mutual respect.

Who can make a complaint?

Any person, including members of the public, may make a complaint to Infinity Children's Wellbeing about any provision of facilities or services that we provide.

The difference between a concern and a complaint.

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Infinity Children's Wellbeing takes concerns seriously and will make every effort to resolve the matter as quickly as possible. The ability to consider the concern objectively and impartially is more important. We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Infinity Children's Wellbeing will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone to Natalie Bryden, the proprietor of Infinity Children's Wellbeing. They may also be made by a third party acting on behalf of a complainant if they have appropriate consent to do so. If the issue remains unresolved, the next step is to make a formal complaint. You can also ask third party organisations like the Citizens Advice to help you. In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, Natalie Bryden will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents.

We will consider complaints made outside of this time frame if exceptional circumstances apply.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of facilities or services by Infinity Children's Wellbeing.

Matters likely to require a Child Protection Investigation Complaints about child protection matters are handled under our safeguarding policy and in accordance with relevant statutory guidance.

Staff grievances

Complaints from staff and volunteers will be dealt with via Infinity Children's Wellbeing's internal grievance procedures.

Complainants will not be informed of any disciplinary action taken against a staff member or volunteer. However, the complainant will be notified that the matter is being addressed.

Resolving complaints

At each stage in the procedure, Infinity Children's Wellbeing will look to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Formal complaints process

Natalie Bryden will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days. Within this response, Natalie Bryden will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. and consider whether a face-to-face meeting is the most appropriate way of doing this.

During the investigation, Natalie Bryden will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- keep a written record of any meetings/interviews in relation to their investigation.
- at the conclusion of their investigation, a formal written response to the complainant will be made within 20 working days of the date of receipt of the complaint. If Natalie Bryden is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it.

Where appropriate, it will include details of actions Infinity Children's Wellbeing will take to resolve the complaint., This is the final stage of the complaint's procedure.

A request to escalate to a formal complaint must be made to Natalie Bryden, in writing, within 10 working days of receipt of the informal complaint response.

A complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
- refuses to accept that certain issues are not within the scope of a complaint's procedure.
- insists on the complaint being dealt with in ways which are incompatible with the Infinity Children's Wellbeing complaint's procedure or with good practice.
- introduces trivial or irrelevant information which the complainant expects to be considered and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- makes unjustified comments about staff.
- changes the basis of the complaint as the investigation proceeds.
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- seeks an unrealistic outcome.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- maliciously
- aggressively
- using threats, intimidation, or violence
- using abusive, offensive, or discriminatory language
- knowing it to be false
- using falsified information
- publishing unacceptable information in a variety of media such as in social media websites.

Whenever possible, Natalie Bryden will discuss any concerns with the complainant informally before applying an 'unreasonable' marking. If the behaviour continues Natalie Bryden will write to the complainant explaining that their behaviour is unreasonable and asking them to change it.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed.

No details identifying the complaint, or any member of staff or volunteer will be published.

Complaints Policy Review

Infinity Children's Wellbeing will review this policy every 2 years, or sooner if there are any legislative changes. A review of this policy will also be made following a complaint to ensure that it met the requirement to provide a clear, fair and efficient complaints procedure.

Date reviewed: June 2023

Date for next review: June 2025