

Holiday Bible Week

Bishop's Stortford



Complaints Policy and Procedure

This document will be reviewed annually (or sooner if necessary) by the committee.

Last reviewed and agreed: 18 April 2024

Next review: Spring 2025

Complaints Policy

At Holiday Bible Week we aim to provide a safe, fun environment for everyone who attends. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. If there are any complaints, we will take these seriously and aim to resolve the matter in a fair and timely manner, taking the views of all concerned into account.

Our complaints policy is available from Reception during the week and is available on our website at other times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The Chair of Committee is usually responsible for dealing with complaints. If the complaint is about the Chair, the vice chair and one of the trustees will investigate the matter. Any complaints received will be recorded in the **Complaints log** on the secure drive accessed by the Chair and Vice-Chair of Committee.

Procedure

Stage one

It is hoped that most minor concerns can be expressed on an informal basis, with the Tent Leader or the volunteer concerned. If this is not satisfactory, the matter should be brought to the attention of the Chair.

Complaints about activities:

- The Chair will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about volunteers:

- If appropriate the parent will be encouraged to discuss the matter with volunteer concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Chair, who will then discuss the complaint with the volunteer and try to reach a satisfactory resolution.

Complaints about registration / website

- The complaint should be raised by email to the HBW committee (office@holidaybibleweek.co.uk)
- The matter will be investigated by appropriate members of the committee
- The site administrator or chair will respond when the complaint has been investigated.
- Every effort will be made to ensure that users are not disadvantaged by website failures.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Chair, preferably using the Complaint Form.

The Chair will:

- Acknowledge receipt of the letter or form within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to HBW's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the HBW's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Chair will refer the situation to the HBW's Safeguarding Officer, who will follow the procedures of the HBW's **Safeguarding Policy**. If a criminal act may have been committed, the Chair or the Safeguarding Officer will contact the police.

If the response at the end of this process is not satisfactory to all parties involved, the complaint will be passed to the Trustees of HBW for consideration.