# Station House Community Association Ltd

**Complaints and Grievance Procedure**

**Station House Community Association (SHCA) - Policy Statement of Intent**

**Introduction**  
The Station House Community Association (SHCA) is committed to delivering high-quality services to our users and fostering a respectful, responsive, and caring environment. We believe that all service users, employees, and volunteers deserve courtesy and prompt, considerate attention to their needs and feedback.

**Our Commitment**  
We welcome suggestions on how to improve our services and will promptly address any concerns raised. SHCA expects that most concerns will be resolved through informal conversations with the appropriate member of staff. However, if this approach does not bring about the desired resolution, SHCA has established a structured complaints procedure to ensure thorough and fair handling of all issues.

**Policy Aims**  
The aim of this policy is to ensure that all concerns about the operation of SHCA services are brought to a satisfactory conclusion for all parties involved.

**Complaints Procedure**

1. **Direct Approach**:  
   The complainant should initially raise their concern directly with the person involved. If an adult wishes to raise a complaint about a child, they should refrain from approaching the child directly and instead discuss the concern with the group’s staff members.
2. **Escalation to Line Manager**:  
   If the initial approach does not resolve the issue, the complainant should obtain the name of the person’s line manager and engage in a conversation with them to seek resolution.
3. **Committee Review**:  
   Should the matter remain unresolved, the complainant may request a formal investigation by contacting the Chair or Secretary of the SHCA committee.
4. **Formal Written Complaint**:  
   The complaint should then be submitted in writing, after which the complainant will be notified of the outcome within 28 days.
5. **Record Keeping**:  
   All complaints will be documented and retained for a minimum of three years, and records will be made available to Ofsted if required.
6. **Further Action for Childcare Service Complaints**:  
   Unresolved complaints concerning the childcare service can be referred to:

**OFSTED**  
The National Business Unit  
Ofsted  
The Royal Exchange Buildings  
St Ann’s Square  
Manchester M2 7LA  
**Tel**: 0300 123 1231

**Staff and Volunteer Grievances**  
All staff and volunteers with grievances should refer to the procedures outlined in the Staff Handbook to ensure proper and respectful handling.

**Review and Improvement**  
SHCA is dedicated to continuous improvement and regularly reviews feedback and suggestions to enhance the quality and responsiveness of its services.

**Organisational Chart**

Committee

Chief Executive

Childcare manager (OFSTED registered person)

Assistant Managers (x1)

Early Years Practioners  
Play Workers

School pick up

Domestic

Apprentice

As and when workers

Students and volunteers