

**Complaints Procedure**

**Schools’ Out! believes that users of our service should be able to complain effectively and without fear of victimization. To achieve this the service will:**

Promote an environment of mutual respect, trust and open communication.

Treat everyone fairly and equally.

Provide opportunities for everyone to be consulted and to value the opinions expressed. This can be done verbally at the venues, in written submission to the venues or by using the feedback section of our website.

Produce a complaints procedure to support the clubs Aims and Objectives.

Provide access to an independent arbiter when agreement cannot be reached.

Train staff in handling of complaints.

Promote the complaints procedure with service users.

Record all formal complaints made to staff.

Provide an area where staff may discuss matters in private.

Provide information to the Care Inspectorate on the services response to complaints when requested.

The Care Inspectorate’s direct line is 0845 600 9527

 **Signed:** Natalie Scanlan **Date: 16/10/2018 Review Date: 16/10/2019**