

Complaints Policy



Standard:

Burundi Care provides a clear, simple and confidential Complaints Procedure for all individuals.

We believe in offering and maintaining an excellent service level as well as a safe environment for all. Therefore, all complaints are also used to improve quality standards and service levels.

All complaints will be handled with the utmost confidentiality and investigated thoroughly.

Our Complaints Policy and its Procedures can be found online. Each individual will have to fill out and complete a Complaints Form which is available onsite at the Out of School Care Programme or from the School Office.

** Please refer to our Complaints Form*

All complaints **MUST** be made to the attention of the Programme Coordinators.

Any complaints made about the programme will be dealt with in an open and impartial manner. The following procedures will be followed:

Complaints Procedure



With all complaints, please notify the Programme Coordinator that you have an issue to discuss or bring to their attention. This can be actioned either verbally or written – the Programme Manager will ensure to record your verbal complaint.

You can also action your complaint with a Club Leader

Relevant Steps:

- Fill out/complete a Complaints Form - ask a staff member to assist you, if need be
- Return the Complaints Form to a Programme Coordinator or another staff member if a Programme Coordinator is not available
- The Programme Coordinator will acknowledge the receipt of your Complaint within 24hrs - either in person or by phone. Should every attempt to contact you in person or by phone be unsuccessful, a text message and/or email will then be sent to you. This will be the standard *Communications Process*.
- You will then be notified no later than 48hrs after the above process to advise of a resolution timeframe; if your complaint has not already been resolved
- Should your complaint need to be escalated to the Operations Overseer, you will also be notified – see above Communications Process
- We aim to have ALL complaints resolved within 7 working days.

We have two(2) Programme Coordinators, so should you feel it is inappropriate to discuss this matter with one of them, because the complaint is about them, or otherwise, you can then proceed with your complaint to the other Programme Coordinator.

Complaints Form



** This Form is also available online.*

Any individual who wishes to register a Complaint must complete this form and return it to a Programme Coordinator onsite. Alternatively, you can hand this form into the School Office and attention it to The Programme Coordinator in the first instance.

All staff are trained to receive your Complaint and action it accordingly.

Date of Complaint: _____

Your Name: _____

Name of Staff Member given to _____

Date(s) of event(s) or series of event causing the complaint:

Please state the individuals involved in this complaint: _____
