

COMPLAINTS POLICY

Mending Lines

Statement of Intent

Mending Lines aims to provide a safe, supportive, and professional environment for all children, young people, families, staff, volunteers, visitors, and partner agencies.

We value feedback and recognise that concerns or complaints may occasionally arise. We are committed to listening, responding fairly, and resolving issues in a respectful and timely manner wherever possible.

This policy outlines the process for raising and managing complaints relating to the provision.

Aims

This policy aims to:

- provide a clear complaints procedure
 - encourage concerns to be raised early
 - resolve issues fairly and respectfully
 - ensure complaints are taken seriously
 - improve the quality of provision through feedback
 - maintain positive communication and professional relationships
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Informal Concerns

Mending Lines encourages concerns to be raised informally in the first instance wherever appropriate.

Many concerns can often be resolved quickly through discussion with staff or the management team.

Informal concerns may relate to:

- communication
- session arrangements
- misunderstandings

- minor disagreements
 - day-to-day operational issues
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Formal Complaints

If a concern cannot be resolved informally, a formal complaint may be made.

Formal complaints should include:

- the nature of the complaint
- relevant dates or details
- the outcome being sought where appropriate

Complaints may be submitted:

- in writing
 - by email
 - verbally where necessary
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Managing Complaints

Mending Lines will aim to:

- acknowledge complaints promptly
- review concerns fairly and objectively
- speak with relevant individuals where necessary
- maintain confidentiality where appropriate
- respond within a reasonable timeframe
- seek a fair and proportionate resolution

The management team may gather information from staff, records, professionals, or witnesses where appropriate to support the investigation process.

Outcomes

Possible outcomes may include:

- clarification or explanation

- apology where appropriate
- agreed actions or improvements
- review of procedures or practice
- mediation or further discussion

Not all complaints will result in the outcome requested by the complainant, but all concerns will be considered fairly.

Safeguarding Concerns

Where a complaint includes safeguarding concerns, the matter will be managed in line with safeguarding procedures and may be referred to appropriate agencies where necessary.

Safeguarding concerns will always take priority over standard complaint procedures.

Unreasonable or Abusive Behaviour

Mending Lines expects all communication to remain respectful.

Aggressive, abusive, threatening, or discriminatory behaviour towards staff, volunteers, or participants will not be tolerated and may result in communication restrictions or involvement of relevant agencies where necessary.

Confidentiality

Information relating to complaints will be handled sensitively and only shared with individuals who need access to the information as part of the complaint process.

Records of formal complaints may be retained securely in line with data protection requirements.

Learning & Improvement

Complaints and feedback may be reviewed to help identify:

- areas for improvement
- training needs
- communication improvements

- procedural changes

Mending Lines is committed to continuous improvement and values constructive feedback.

Monitoring & Review

This policy will be reviewed annually or sooner if required following:

- legislative changes
- operational changes
- significant complaints or concerns

Policy Review

Policy: Complaints Policy

Organisation: Mending Lines

Review Frequency: Annual

Next Review Due: Nov 2026