



Support Group  
Hitchin  
for parents/carers of children  
with ADHD and/or an  
autistic spectrum disorder

## Complaints Procedure

**Angels is committed to providing regular, accessible, reliable and inclusive services to our members and their children. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

This policy constitutes Angels Support Group's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Parent Support Manager will be responsible for managing complaints. If a complaint is made against the Parent Support Manager, the Chair of Trustees will conduct the investigation. All complaints made to staff will be recorded in detail and passed to the Parent Support Manager or Chair of Trustees, as appropriate.

### Stage One

If a parent/carer has a complaint about some aspect of the group's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Parent Support Manager. Angels is committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Parent Support Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Parent Support Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Angels will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, Angels will advise the parent/carers of this and offer an explanation. The Parent Support Manager will be responsible for sending them a full and formal response to the complaint.

If the Parent Support Manager has good reason to believe that the situation has safeguarding implications, they will follow the procedure set out in the Safeguarding Children policy or Safeguarding Vulnerable Adults policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from Angels will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to Angels' policies or procedures emerging from the investigation.

The Parent Support Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff or trustees to discuss the complaint and the Group's response to it. The Parent Support Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Angels' response will be passed to the Chair of Trustees who will adjudicate the case.

The Chair of Trustees will communicate a detailed response, including any actions to be taken, to both the Parent Support Manager and the parents/carers concerned within 15 working days.

Contact details:

Parent Support Manager: Leise Cooper  
Email: [leise@angelssupportgroup.org.uk](mailto:leise@angelssupportgroup.org.uk)  
Phone: 07815 458355

Chair of Trustees: Louise Slater  
Email: [louise.c.slater@ntlworld.com](mailto:louise.c.slater@ntlworld.com)  
Phone: 07791124166

This policy was adopted at a meeting of Angels Support Group

Date meeting held :		
Signature of the Chair :		
Date Signed :		
Signature of Trustees :		

Frequency policy to be reviewed :	
Date policy to be reviewed :	