



Growing Hope |
Registered charity 1176358

Growing Hope, KXC, 237 Pentonville Road,
London, N1 9NG | 07496 528506
info@growinghope.org.uk

Growing Hope Complaints and Resolutions Policy

Introduction

Our Board of Trustees has adopted this procedure to deal with concerns or complaints from members of the Growing Hope community or general public.

Aims and Objectives

Growing Hope aims to be fair, open and honest when dealing with any complaint, and to resolve it through open dialogue and mutual understanding.

Careful consideration will be given to all concerns and complaints and we will deal with them as swiftly as possible. We will provide sufficient opportunity for any complaint to be fully discussed.

Our procedure is underpinned by the following framework of principles: -

- Considering the interests of the child.
- Encourage resolution of problems by informal means wherever possible.
- Be easily accessible and publicised.
- Be simple to use and understand.
- Be impartial.
- Be non-adversarial.
- Allow swift handling with established time-limits for action and keeping people informed of the progress.
- Ensure a full and fair investigation by an independent person where necessary.
- Respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation).
- Address all points of issue, providing an effective response and appropriate redress, where necessary.
- Provide information to Growing Hope's staff so that services can be improved.

Stage 1 – Initial Concerns

If you have any concerns about Growing Hope or the education we are providing at any time, please discuss the matter with your child's therapist at the earliest opportunity.

It is not appropriate to publicise any concerns you may have on social networking sites. Please speak or write to someone at Growing Hope at your earliest convenience, rather than using any other means.

Growing Hope will consider any concerns very seriously and most problems can be resolved following discussion and a shared understanding of the issues. All

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members of staff work very hard to ensure that each child is happy and is making good progress; they always want to know if there is a problem so they can help to resolve it.

Most concerns can be resolved at this level, however, if after speaking to your child's therapist, you are still concerned please discuss the matter with Naomi Graham, CEO and Founder of Growing Hope.

Stage 2 – Formal Procedure

Most concerns are resolved at Stage 1, however if an individual remains dissatisfied and wishes to take the matter further a complaint form (see the end of this policy) is needed.

Please note complaints over 12 months old will not normally be investigated.

Complaint Form

The aim of the form is to ensure each party has a clear and common understanding of the complaint and includes a section on what actions might resolve the problem at this stage. It can be used by anyone making a complaint about the operation of Growing Hope's therapy clinics and work as a charity.

The form should be sent to the chair of trustees of Growing Hope umbrella (chairman@growinghope.org.uk) who will ask the chairman of the local charity to help resolve the complaint. If the concerns are about the chairman of trustees the complaint should be handed to another member of trustees at the earliest opportunity (contact details can be made available through info@growinghope.org.uk). Any emails or letters should be marked with 'FOR IMMEDIATE ATTENTION'.

You will receive an acknowledgement of the receipt of your complaint form within 2 working days.

Investigation

An investigation will be carried out into the complaint and the way it has been handled. This will include a review of any relevant documentation and information and seeking the views of relevant people, where necessary. The person undertaking the investigation will normally write to you with the outcome of this process within 10 working days of receiving the complaint.

If, at any time, it becomes apparent that the complaint is a disciplinary or capability issue, the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, however, you are not entitled to know which procedure, or the final outcome, because of the right to confidentiality of the member of staff involved.

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Stage 3

Where the local chair of trustees has been unable to resolve the complaint this can be passed back to the Chair of Growing Hope (umbrella trustees) and their trustee board who will endeavour to resolve the complaint.

Complaints by the Growing Hope community who are not parents/carers

We wish to ensure that all members of our community are able to share and lodge complaints if they feel they need to.

If you have a complaint about Growing Hope, but do not have a child in therapy, you are asked to follow the informal and formal stage but to address this to the CEO. She will then decide which leader in Growing Hope is best to follow up and investigate.

Monitoring and Review

The trustees monitor the complaints procedure, in order to ensure that all complaints are handled properly. The trustees will view an anonymised annual breakdown of complaints in order that they make sure these are being dealt with appropriately.

Date adopted: April 2018

Version: 2

Date updated: Feb 2020

This policy should be read alongside other Growing Hope policies.



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Complaint form

Today's Date:

Name:

Contact details:

Details of complaint-

Date of incident:

What happened?

Where did it happen?

Who was involved?

What was done at the time to resolve the complaint?

What remedy are you looking for?