**Complaints Policy & Procedure**

At Rossendale Drum Majorettes we aim to work in partnership with parents to deliver a high-quality membership for everyone. If for any reason we fall short of this goal, we would like to be informed to amend our practices for the future. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request. The Director will generally be responsible for dealing with complaints. If the complaint is about the Director, then the two of the Senior Committee team will investigate the matter.

Any complaints received about trainers, volunteers, helpers or members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

**Stage one**

Complaints about aspects of the group’s functions and members:

The Section trainer will discuss the matter informally with the parent, carer or member concerned and aim to reach a satisfactory resolution in a timely manner.

**Complaints about an individual committee member, volunteer, trainer, or member.**

* If appropriate the parent making the complaint (Or of the young person making the complaint) will be encouraged to discuss the matter with committee member concerned.
* If the parent feels that this is not appropriate, the matter will be discussed with the Director, who will then discuss the complaint with the member and try to reach a satisfactory resolution.

**Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Director no later than 7 days from the incident in question.

You can do this by emailing: [rdmajorettes@outlook.com](mailto:rdmajorettes@outlook.com) or hand delivering a letter to the Director.

The Director will:

* Acknowledge receipt of the letter within 14 days.
* Investigate the matter and notify the complainant of the outcome within 28 days
* Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the group’s practices or policies as a result of the complaint.
* Meet relevant parties to discuss the group’s response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Director will refer to the Club’s Child Protection Policy and will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the Director will contact the police.

All complaints will be kept on file for 36months.

This policy will be reviewed on an annual basis as a minimum.

**Version Control**

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| **Version** | **Author/Reviewer** | **Date** | **Comments** |
| RDM\_P002\_A | Simon Creasey | June 2018 | Initial Draft |
| RDM\_P002\_B | Simon Creasey | Sept 2019 | Content review and version control |
| RDM\_P002\_C | Emma Carrick | June 2021 | Content review |
| RDM\_P002\_D | Emma Mainwaring | June 2023 | Content review |
| RDM\_P002\_e | Emma Mainwaring | June 2024 | Content update |
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**Rossendale Drum Majorettes Complaints form**

**Your Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Complaint:**