

Old Oak Community & Children's Centre Complaints process

STAGE 1

Any parent/carer/visitor who is concerned about any aspect of Old Oak Community and Children's Centre's provision first of all talks over his/her concerns with the leader of the session/activity.

If the individual does not feel that their concern/complaint has been dealt with or feel that it is appropriate to not speak to the leader of the session, then the individual can speak to the Centre Manager (Jennifer Murphy) 0208 740 8008. The Manager will confirm receipt of your complaint within 3 working days and a full reply within 10 working days of the receipt. The centre will keep your written complaint on record and this will remain on file for a minimum of three years.

The Children's Centre team are there to help you through these procedures should you need or want them to. In making a complaint about one of our services you should not feel that this will disadvantage you in the future. The team are there to ensure that everyone has fair and equal access to the services provided.

Complaints can be reported in different ways. These are by telephone, in person, in writing by letter or by completing the online complaints form. Full details of the complaints process and ways to contact us are detailed on our website.

STAGE 2

If the individual is still not satisfied that the complaint has been resolved then they can contact Veronica Kirwan (Director Community Programmes Peabody) on 02038284319 e-mail veronica.kirwan@peabody.org.uk. The individual can then expect an acknowledgement of your complaint within 3 working days and a full reply within 10 working days of the receipt.

Most complaints should be able to be resolved informally at Stage 1 or 2

STAGE 3

If the individual is still not satisfied with the outcome at stage two they must complete our complaints response form within 21 days to proceed to the next stage. A hearing should take place within 25 working days of receipt. At the hearing 2 members of Old Oak Housing Board



and Veronica Kirwan (Director) will oversee this stage of the complaint. The complainant must be given 7 days notice of the hearing date and confirmation of the decision of the panel will be sent within 10 days of the hearing.