



StrongRootzProject Complaints Policy

Policy Date: September 2025

Next Review Date: September 2026

1. Introduction

StrongRootzProject is committed to providing a high-quality mentoring and intervention service. We value feedback from children, parents/carers, staff, mentors, and other stakeholders and take complaints seriously.

This policy outlines how complaints are handled fairly, transparently, and in line with safeguarding and professional standards.

2. Policy Objectives

- Ensure all complaints are addressed promptly and fairly.
- Provide clear guidance on how to make a complaint.
- Maintain confidentiality and impartiality.
- Promote learning and service improvement through complaints.
- Protect children, staff, and stakeholders from retaliation or unfair treatment.

3. Scope

This policy applies to complaints relating to:

- The conduct of staff, mentors, or volunteers.
- The quality of mentoring or intervention services.
- Health, safety, or safeguarding concerns.
- Any aspect of StrongRootzProject activities or management.

4. Principles

- **Accessibility:** All children, parents/carers, staff, and mentors can raise complaints.
- **Transparency:** The complaints process is clear and communicated to all stakeholders.
- **Fairness:** Complaints are investigated objectively and without bias.
- **Confidentiality:** Details of complaints are shared only on a need-to-know basis.
- **Responsiveness:** Complaints are acknowledged and resolved in a timely manner.

5. Complaints Procedure

5.1 Stage 1 – Informal Resolution

- Complaints should first be raised directly with the staff member, mentor, or supervisor involved, if appropriate.
- The goal is to resolve minor concerns quickly and informally.

5.2 Stage 2 – Formal Complaint

If informal resolution is unsuccessful or the complaint is serious:

1. Submit the complaint in writing to the **Founder & Director** (J Johnston) or **Safeguarding Lead**, including:
 - Your name and contact details
 - Details of the complaint
 - Date, time, and location of any relevant incidents
 - Names of anyone involved or witnesses
2. The complaint will be acknowledged within **5 working days**.
3. An investigation will be conducted, including speaking with relevant parties and reviewing records.
4. A written response will be provided within **20 working days** or sooner if possible, detailing findings and any action to be taken.

5.3 Stage 3 – Escalation

- If the complainant is not satisfied with the outcome, they may request a **review by an independent panel or external mediator**.
- The panel will review the investigation, findings, and actions and provide a final written decision.

6. Safeguarding Concerns

- If a complaint involves a safeguarding concern, it will be referred immediately to the **Safeguarding Lead** or statutory authorities as required.
- The normal complaints process may be paused to allow safeguarding procedures to take priority.

7. Recording and Monitoring

- All complaints and outcomes are documented securely.
- Patterns or repeated complaints are reviewed to improve service quality and safety.
- Lessons learned from complaints are shared with staff and mentors where appropriate.

8. Confidentiality

- Complaints are handled confidentially, and information is shared only with those directly involved in investigation or resolution.
- Staff, mentors, and children are protected from retaliation for raising a complaint.

9. Communication

- All children, parents/carers, and stakeholders are informed about how to raise a complaint.
- Contact details for the **Founder & Director** and **Safeguarding Lead** are clearly communicated.

10. Monitoring and Review

- This policy is reviewed annually or sooner if legislation or guidance changes.
- **Next review date: September 2026**
- Updates are communicated to staff, mentors, and stakeholders.

Policy Approved By: J Johnston, Founder & Director
Date: September 2025