

Complaints Procedure



In the event of having a complaint or grievance regarding anything involving HOPS the procedure for resolving this should be as follows: -

- Discuss the problem with one of the Team Leader or Deputy Team Leader.
- If this does not resolve the problem please contact the Administration Coordinator who will endeavour to resolve the matter.
- The Chairperson and/or other trustees of HOPS will be informed if a satisfactory resolution cannot be agreed from the previous two steps, to seek a resolution.
- Formal letters of complaint should be sent to Mid Suffolk HOPS, 9 Spencer Way, Stowmarket, IP14 1UB.
- Formal letters of complaint will be investigated and information on outcomes will be forwarded within 28 days.
- . In the event of none of the above proving satisfactory please contact

“Community Action Suffolk ” 01473 273273

OR

“Ofsted” (The Office for Standards in Education, Children's Services and Skills)

National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD

Helpline: 0300 123 1231 (general enquiries)

03001234666 (complaints)

Website: www.ofsted.gov.uk/parents

Either organisation will be prepared to arbitrate.

This policy was adopted by: HOPS	Date January 2016
To be reviewed annually	Signed: