

**Policy Control**

Document No.

Issue Date

Title: Complaints Policy

DHSS-DOC-006

12/05/2023

**Revision History**

Reason for Revision	Rev. No.	Approved by	Revision Date
Annual Revision	1.0	James Hazleton	01/05/2024
Annual Revision	2.0	James Hazleton	04/06/2025

**Distribution List**

Jim Hazleton	Sophie Meyer	Bethan Protheroe	Emma Tift
Kut Jodiyawalla	Zakh Poots	Steph Franklin	Keith Hoskins
Dave Protheroe	Sharon Papiernik	Theo Green	Associates Mailing List

## 1 INFORMATION

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### 1.1.1 Policy Statement(s) Covered in this Document

This statement is Dizzy Heights Specialist Services Ltd. (hereafter Dizzy Heights) Complaints Policy.

### 1.1.2 Other Relevant Policies

Safeguarding and Child Protection Policy. Data Protection Policy.

### 1.1.3 Information/Data Security Considerations and Controls

In producing this Policy and Related Procedures Document, careful consideration has been given to the following:

- Applying appropriate permissions regarding who is able to read and modify the document.
- Reviewing security and access permissions and finding that they are not applicable to the content of this document.
- Reviewing data protection requirements and finding that they are not applicable to the content of this document.
- Reviewing employment legislation and codes of practice requirements and applying the appropriate actions to ensure necessary compliance.

### 1.1.4 Adherence to Policies and Related Procedures

Failure to comply with this Policy and Related Procedures Document may result in disciplinary action being taken.

## 2. INTRODUCTION

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- 2.1 Dizzy Heights is committed to providing high-quality services for children, young people, and their families. We recognise that sometimes things can go wrong, and we welcome feedback to help improve our services. This policy outlines how complaints can be made, how they will be handled, and what to expect from us.

## 3. SCOPE

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- 3.1 Dizzy This policy applies to:
- Young people using our services
  - Parents/carers of service users
  - Members of the public
  - Partner organisations
  - Volunteers, staff, and mentors

## 4. DEFINITION OF A COMPLAINT

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- 4.1 A complaint is any expression of dissatisfaction about any aspect of our services, whether justified or not. Complaints may relate to (but not limited to):
- A specific activity (e.g. holiday club, youth club session)
  - Behaviour or attitude of staff or volunteers
  - Communication or decisions made by the organisation
  - Health and safety, safeguarding, or inclusion concerns

## 5. PRINCIPLES

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- 5.1 Our complaints process is:
- Child- and youth-friendly: Young people will be supported to express their concerns safely and respectfully.
  - Accessible: Information about how to complain will be available in plain language and accessible formats.
  - Confidential: Complaints will be treated confidentially and in accordance with our safeguarding and data protection policies.
  - Fair and timely: All complaints will be taken seriously and responded to within agreed timescales.
  - Non-retaliatory: Making a complaint will not result in less favourable treatment.

## 6. HOW TO MAKE A COMPLAINT

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### 6.1 a. Informal Complaints

Many issues can be resolved quickly by speaking with a staff member or volunteer at the time. We encourage early communication to address concerns informally wherever possible.

### b. Formal Complaints

If the matter is not resolved informally, or if a more serious concern arises, a formal complaint can be made:

Email: [info@dizzyheights.org](mailto:info@dizzyheights.org)

Phone: 07749955480

Letter: Dizzy Heights Specialist Services Ltd, The Whitfield Valley Centre, Fegg Hayes Road Fegg, Fegg Hayes Rd, Hayes, Stoke-on-Trent ST6 6QR

In person: Any one of the three directors, Dave Protheroe, James Hazleton, Kut Jodiyawalla

## 7. COMPLAINTS PROCESS

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### 7.1

Stage	Description	Timeframe
Stage 1	Acknowledgement and initial response by a team leader or manager	Within 5 working days
Stage 2	Investigation by a senior manager. Complainant may be contacted for more details. Written response provided.	Within 15 working days
Stage 3	If still unsatisfied, the complaint can be escalated to the Director/Board of Trustees for review. A final decision will be communicated	Within 20 working days of escalation

***If the complaint relates to safeguarding, our Safeguarding Policy will take precedence, and appropriate procedures will be followed immediately.***

## 8. SUPPORT FOR COMPLAINANTS

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8.1 Young people will be supported to express their views through a youth worker, advocate, or mentor. Interpreters or alternative formats can be arranged on request. Anonymous complaints will be considered but may be harder to investigate.

## 9. LEARNING AND DEVELOPMENT

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9.1 We treat complaints as an opportunity to learn and improve. Outcomes from complaints may lead to:

- Staff training
- Changes to policies or procedures
- Updates to communication methods

- A summary of complaints and lessons learned will be reviewed annually by senior management and the Board of Trustees.

**We are committed to regularly reviewing our policy.**

This policy is reviewed by Dizzy Heights leadership team on an annual basis or sooner if there is a change in legislation or there is applicable learning from a critical incident.

Date of next review: **04/06/2026**

**Signed by D. Protheroe on behalf of Leadership Team (J. Hazleton, K. Jodiyawalla, D. Protheroe)**



**David Protheroe, 04/06/2025**

