

Autism Explorers C.I.C.

Complaints Policy



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Purpose

Autism Explorers C.I.C. is committed to providing a safe, welcoming, and high-quality service for all children, young people, families, staff, volunteers, and visitors.

We value feedback and take complaints seriously. Complaints help us improve our services and ensure concerns are addressed fairly and promptly.

What Is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of Autism Explorers C.I.C.'s services, activities, staff, volunteers, policies, or facilities.

We encourage concerns to be raised as soon as possible so that they can be resolved quickly.

How to Make a Complaint

Complaints can be made:

- In person
- By telephone
- By email
- In writing

Please provide:

- Your name and contact details
- Details of the complaint
- The date and location of the incident (if applicable)
- Any actions already taken to resolve the issue

Anonymous complaints will be considered where possible, although this may limit our ability to investigate fully.

Stage 1 – Informal Resolution

Where appropriate, concerns should first be raised with the session leader or a member of management.

We will aim to:

- Listen carefully to your concerns
- Clarify the issue
- Resolve the matter quickly and informally

Most concerns can be resolved at this stage.

Stage 2 – Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted to the Directors of Autism Explorers C.I.C.

We will:

- Acknowledge receipt of the complaint within 5 working days
- Investigate the complaint fairly and confidentially
- Speak to relevant staff, volunteers, or witnesses where necessary
- Provide a written response within 20 working days where possible

If additional time is required, we will keep you informed of progress.

Outcomes

Following the investigation, Autism Explorers C.I.C. may:

- Offer an explanation
- Offer an apology where appropriate
- Take action to improve services or procedures
- Provide further support or guidance
- Take disciplinary action where necessary and appropriate

Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those involved in investigating and resolving the complaint.

Records of complaints will be stored securely in accordance with our data protection procedures.

Unreasonable or Vexatious Complaints

Autism Explorers C.I.C. expects all communication to remain respectful.

Complaints that are abusive, threatening, discriminatory, or repeatedly raise issues that have already been fully investigated may not receive further responses.

Safeguarding Concerns

Any complaint involving the safety or welfare of a child, young person, or vulnerable adult will be dealt with under our Safeguarding Policy and may be referred to the appropriate authorities.

Monitoring and Review

All complaints will be recorded and reviewed by the Directors to identify any patterns, learning opportunities, and service improvements.

This policy will be reviewed annually or sooner if required.