

Complaints Policy

Review Cycle	Annual
Date written	August 2020
Date reviewed	April 2025
Date of next review	April 2026

1. Policy statement

At the Purple Elephant Project (PEP), we are committed to making sure that all children, young people and families who are involved in any of our support activities have a positive and rewarding experience. However, we recognise that there may be occasions when there is a concern that needs to be investigated. We encourage a free and open culture in our relationships and therefore need anyone who has a concern about the conduct of any member of our workforce or the way in which PEP is run, to raise this as soon as possible.

In most cases, we expect that issues will be resolved in an appropriate, timely and effective way with the relevant member of our workforce, however, if a complaint is raised which needs a more formal investigation and response, PEP has a procedure in place to make sure that the complaint can be dealt with as quickly as possible and in the best interests of all those involved.

2. Related policies and procedures

Diversity, Equity and Inclusion Policy
Child protection and safeguarding Policy
Confidentiality Policy

3. Purpose

This policy outlines the Purple Elephant Project's commitment to handling any complaints about the conduct of a member or our workforce or the way PEP is run, in an appropriate, timely and effective way. It also sets out the process for raising a complaint and how this will be handled.

4. Policy Detail

4.1 Definitions

Complaint

We define a complaint as an 'expression of dissatisfaction' about the standard of service we provide. Complaints will normally fall into one of four categories:

- The services we provide
- The way we provide the services
- PEP policies affecting individual stakeholders or groups of stakeholders
- Sub-contractors with whom we work and who provide a service to clients on our behalf.

We do not consider an enquiry about a service or an initial request for a service or an explanation of PEP's policy position as a complaint. However, comments on any aspect of our work are welcome, as this would help us in monitoring and improving our standards.

4.2 Dealing with a complaint

We will deal with your complaint as quickly as possible. We will be fair, courteous and helpful. We will also treat complaints seriously, confidentially and in line with our Diversity, Equity and Inclusion policy. PEP will keep you informed and will also keep written records and monitor all complaints.

4.3 Procedure for making a complaint

Level 1

You can make a complaint verbally or, preferably in writing, to any member of the PEP workforce. If your complaint relates to a specific member of the workforce, or the

support you have had from them, the first step is to raise this with them and they will do their best to resolve your complaint.

Complaints must be made within six months of the incident occurring. We will try our best to resolve your complaint immediately. However, if this is not possible, your complaint will be acknowledged within five working days and will be passed on to the appropriate manager, who will investigate it and send a written reply to you within ten working days.

Level 2

If, after this initial contact, you feel that your concern has not been addressed, you need to contact the PEP office by emailing info@thepurpleelephantproject.org and ask for a review of your complaint. You will receive a reply from a member of the Senior Management Team within 21 working days.

If, after reviewing the complaint, discrepancies are discovered in our procedures, we will carry out a further investigation. If, after we have reviewed the procedures, we are happy that they were followed correctly, and your complaint has been addressed, the matter will be closed.

Level 3

If you are dissatisfied with the review, you have a right to appeal to the Chief Executive Officer (CEO). The CEO will review your complaint, and you will receive a reply within 21 working days. In the case of more serious complaints this may take longer, but we will keep you informed of progress.

The Purple Elephant Project will only review an original response to a complaint once, and when we are satisfied that the response and the outcome were satisfactory, there will be no further investigation or appeal.

If your complaint is about the actions of the CEO, you can raise this by sending an email message to the Chair of the Board of Trustees ali.newman@thepurpleelephantproject.org

4.4 Outcomes

If, following the investigation of your complaint, there is evidence that we have failed in some way we will offer:

- An explanation

- An apology
- Action to rectify things and reassure you that the problem will not happen again

4.5 Monitoring

We make sure that all complaints are recorded and monitored to ensure that we do not repeat any mistakes that may have been made.

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If you have any queries about this policy, please contact the CEO at PEP.