

COMPLIMENTS, COMMENTS AND COMPLAINTS PROCEDURE

We believe that everyone is entitled to courtesy and prompt attention at all times to their needs and wishes.

Our intention is to work with children, young people, parents and the community. We welcome suggestions on how the: *(insert name of parish group/organisation)*

.....
can improve the activities we provide.

HOW CAN YOU MAKE COMPLIMENTS AND COMMENTS?

We are very happy to receive compliments and comments from you.
You can do this in writing and submit it to: *(insert name of event leader)*

.....
Alternatively you can speak with:

.....
whilst at the: *(insert name of activity e.g. youth group)*

.....
We will make sure that your compliment or comment is passed on to the relevant person. Any comments will be carefully considered and you will be informed of any decisions taken as a result of your comment. A written record of your compliment or comment will be held.

HOW YOU CAN MAKE A COMPLAINT:

Anyone who is unhappy about any aspect of: *(insert details of activity/event e.g. youth group)*

.....
- e.g. the way it is run or policies/procedures, should share their concerns with: *(insert leader of activity/event)*

.....
either in person or in writing.

If this does not have a satisfactory outcome, or if the problem persists, you should put those concerns in writing and request a meeting with *(insert details of relevant person e.g. Parish Priest, Local Safeguarding Representative)*

.....
If the matter is not resolved at this stage, it will be referred to the relevant Safeguarding Coordinator or to the headquarters of the Diocese/Religious Congregation/organisation: *(delete/insert as appropriate)*

.....
We believe that most concerns can be dealt with at an early stage as quickly as possible and we will strive to do this. We also believe that it is in everyone's interest that such concerns/complaints are taken seriously, dealt with fairly and in a way which respects the confidentiality of those concerned. You will be informed of any actions taken as a result of your complaint. A written record of your complaint will be held.

CONTACT DETAILS: *(insert relevant contact details for above named individuals)*

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