

NSSA COMPLAINTS PROCEDURE

You have the right to make a complaint and it will be taken seriously. You should receive a formal response to your complaint. All complaints will be dealt with fairly. Confidentiality of individuals will be respected.



In the first instance speak to the Squad Manager if you have a complaint



If you feel your matter has not been resolved or you are unable to speak to the Team Manager please put your complaint in writing to the Child Protection Officer Helen Walker (cpo@nssa-nottingham.co.uk). Please give as full details as possible, outlining what has happened and the names of those involved.



Your reply will be acknowledged within five working days. If the matter is urgent or if there are child protection issues we will respond more quickly.



Your complaint will be dealt with fairly. Information relating to the complaint will be gathered through discussions with those involved and you will be informed how the complaint is progressing. The complaint will be treated in a confidential manner, involving only those who are directly involved. We will aim to resolve the complaint within twenty eight working days. However if there are delays you will be notified.



When the complaint has been investigated you will be informed of the outcome and the decisions made resulting from the complaint. This may not be possible if the outcome relates to circumstances surrounding an individual child.



If you feel that the complaint has not been resolved satisfactorily the complaint will be passed to the Chair of NSSA, Nick Berry. He will review the outcome and make a final decision.