

## **Sherlock Bone Complaints Policy**

### **1. Policy Statement**

Sherlock Bone is committed to providing high-quality educational workshops and a positive experience for all participants, staff, and partner organisations. We recognise that, on occasion, individuals may wish to raise concerns or make a complaint.

We take all complaints seriously and aim to resolve issues fairly, promptly, and transparently.

### **2. Purpose of This Policy**

This policy aims to:

- Provide a clear process for raising complaints
- Ensure complaints are handled fairly and consistently
- Resolve issues as quickly as possible
- Improve the quality of our workshops and services
- Ensure lessons are learned from feedback

### **3. Scope**

This policy applies to complaints from:

- Workshop participants (children, young people, and adults)
- Parents, carers, and guardians
- Staff, freelancers, and volunteers
- Partner organisations and venues
- Members of the public

It covers all aspects of our services, including workshop delivery, staff conduct, safety, accessibility, and administration.

### **4. What Is a Complaint?**

A complaint is any expression of dissatisfaction about:

- The delivery or content of a workshop

- Staff behaviour or conduct
- Accessibility or inclusion issues
- Health and safety concerns
- Communication or administrative processes
- Any other aspect of our services

## **5. How to Make a Complaint**

### **5.1 Informal Resolution (Preferred First Step)**

We encourage concerns to be raised informally in the first instance, where appropriate.

Complaints can be raised:

- Directly with the workshop facilitator
- With a member of staff on site
- By email or phone to the organisation

We will try to resolve issues quickly and informally where possible.

### **5.2 Formal Complaint**

If the issue is not resolved informally, a formal complaint can be made by:

- Email: [dgreen@sherlockbone.co.uk](mailto:dgreen@sherlockbone.co.uk)
- Post: Company Manager
- Phone: 07817556773

Please include:

- Your name and contact details
- Details of the complaint
- Date, time, and location of the incident (if applicable)
- Any relevant supporting information

## **6. Complaints Process**

### **Step 1: Acknowledgement**

We will acknowledge receipt of your complaint within **5 working days**.

### **Step 2: Investigation**

A designated manager will investigate the complaint, which may involve:

- Speaking to relevant staff or participants
- Reviewing documentation or records
- Gathering additional information

We aim to complete investigations within **10–20 working days**, depending on complexity.

### **Step 3: Outcome**

You will receive a written response outlining:

- The findings of the investigation
- Whether the complaint is upheld or not upheld
- Any actions taken or proposed
- Any steps to prevent recurrence

## **7. Escalation**

If the complaint remains unresolved, you may be advised of external bodies you can contact, such as:

- Regulatory or safeguarding authorities (if applicable)
- The Information Commissioner's Office (for data-related complaints)

## **8. Confidentiality**

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the issue.

## **9. Safeguarding Concerns**

If a complaint involves safeguarding concerns about a child, young person, or vulnerable adult:

- It will be escalated immediately to the designated safeguarding lead
- It may be referred to external safeguarding authorities
- Safeguarding procedures will take priority over this complaints process

## **10. Vexatious or Repeated Complaints**

We reserve the right to manage complaints that are:

- Repeated without new evidence
- Malicious or abusive in nature
- Clearly intended to disrupt services

In such cases, we may limit further communication while ensuring fairness and due process.

## **11. Monitoring and Learning**

We will:

- Record all complaints securely
- Review complaints regularly to identify trends
- Use feedback to improve workshop quality and delivery
- Report relevant findings to management

## **12. Policy Review**

This policy will be:

- Reviewed annually
- Updated in response to legal, operational, or organisational changes
- Communicated to staff and relevant stakeholders

Signed: D. K. Green

Dated: 07.05.2026

To be Reviewed: 07.05.2027