

Child Friendly Grumbles and Complaints policy

Appletree Treatment Centre (ATC)



Approved by: Rowan Knapton (Principal)

Last reviewed on: June 2025

Next review by: June 2026



FEELING SAFE & HAPPY

We want you to feel safe and happy in your home and at your school. If there is anything that you do not like, makes you feel sad, something you feel we need to change or someone has upset or hurt you then we will listen to you and do everything we can to make things better.

It is important that you know you will not be told off if you have a grumble or complaint. You can talk to any adult and they will listen to you carefully and take what you say seriously.

WHEN TO COMPLAIN

Adults will always listen to your grumbles and complaints. They will take them seriously. You should make sure you talk to someone as soon as possible.

The first thing we will do is talk to you about the issue and try and make it better. If you feel we have not solved the problem, you can make a complaint. If you decide to make a complaint you will be asked to complete the complaints form. You can ask an adult to help you do this. It is important that you don't make the complaint directly to the person that you are complaining about. This will allow the adults to ensure the people that need to know are informed.

WHAT HAPPENS WHEN YOU HAVE MADE A COMPLAINT?

The first stage is to explain the problem and fill in the complaints form. During this stage you will have the chance to explain your complaint. This will include what outcome you want from your complaint. If possible, a resolution will be achieved within 15 days. We will always try and resolve the problem as soon as possible. The adult dealing with the complaint will explain the outcome to you. If you are happy with the outcome that is the end of the complaint. If you are not happy the complaint will progress to the next stage.

The second stage is for the complaint to be discussed with a Manager, Deputy Manager, Assistant Headteacher. You will discuss the complaint and the outcome you would like. They will work with you to try and resolve the problem. Once you have spoken to the manager, deputy or AHT they will try and resolve the problem for you in 15 days. If the problem still cannot be sorted, then it will go to stage 3.

The third stage is for the complaint to go to the Principal or if the complaint is about the Principal it will go to one of the Managers from a different part of



ATC. The Principal or other designated person will try and resolve the issue within 20 days.

If at the end of this process you are still not happy with the outcome you can discuss this with your Social Worker, Carer, ATC Independent Visitor or Ofsted.

WHO WILL I HAVE TO TALK TO ABOUT THE COMPLAINT?

Depending on the complaint you might have to talk to adults outside of ATC. Don't worry about this because the staff at ATC will help you and keep you safe.

WHAT IF SOMEONE IS COMPLAINING ABOUT ME?

If someone complains about you, you will be asked to speak to an adult and tell your side of the story. The adults will keep you updated with the progress of the complaint.

WHAT IF YOU WANT TO TALK TO SOMEONE OUTSIDE OF ATC?

You can always talk to your Social Worker or IRO. You can do this with the support of an adult or on your own. You can do this on the phone, or you can ask them to visit. If you want to write things down this can be emailed to them.

Ruth is our independent visitor; she visits the home each month and is available to talk to you during her visits. You can also give her a call if you want to.

THINGS TO REMEMBER

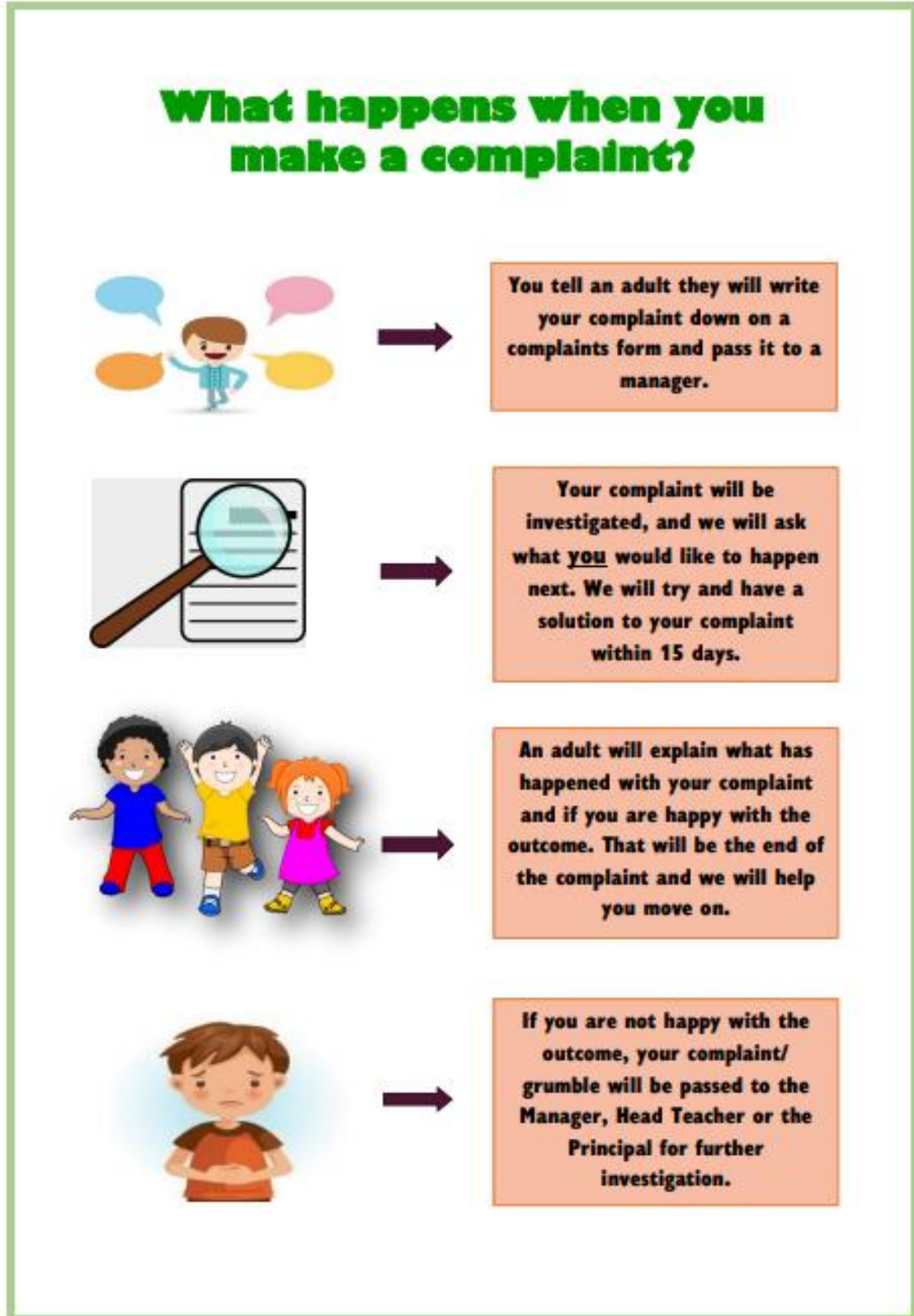
You will not be told off for discussing a grumble or making a complaint.
Adults will listen to you and take you seriously.
Adults will talk to you and keep you informed of what is happening.
The outcome of the grumble or complaint will be discussed with you.
If you are not happy with the outcome you will be told what you can do next.

Most importantly we want you to feel safe and be happy.

Child Friendly Poster



Child Friendly Flow Chart





Complaints Form:

Child making the grumble/complaint:	Adult making notes:
Date:	Other people there:
This is a grumble / complaint about:	
Important information about the grumble/complaint:	
Information to be shared with:	
Signed (child)	Date:
Signed (adult)	Date:



Important contacts

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Proprietor	Amanda Irwin	a.turnbull@appleetrete.co.uk 01539560253
Designated Safeguarding Lead (DSL) Pastoral Lead	Craig Dart	c.dart@appleetrete.co.uk 015395 60253
Designated Safeguarding Lead (DSL) Registered Manager Fell House	Amanda Fishwick	a.fishwick@appleetrete.co.uk 015395 35926
Designated Safeguarding Lead (DSL) Registered Manager Willow Bank	Russell Clement	russ.clement@appleetrete.co.uk 01539 726670
Designated Safeguarding Lead (DSL) Registered Manager Appletree House	Jon Close	j.close@appleetrete.co.uk 015395 60253
Deputy DSL Deputy Manager Appletree House	Abigail Doughty	a.doughty@appleetrete.co.uk 015395 60253
Deputy DSL Assistant Head Teacher Appletree School	Sonia Morgan	s.morgan@appleetrete.co.uk 015395 60253
Deputy DSL Assistant Head Teacher Fell House School	Abigail Woodburn	a.woodburn@appleetrete.co.uk 015395 35926
Deputy DSL Deputy Manager Fell House	Matthew Moore	m.moore@appleetrete.co.uk 015395 35926