

Complaints Policy

Positive Smiles C.I.C.

Document control

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1.0	Annual Review	03/12/2019	03/12/2020	Shabir Siddiq
2.0	Annual Review & Policy Amended	03/12/2020	03/12/2021	Shabir Siddiq
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3.1	Annual Review & Policy Amended	07/12/2022	07/12/2023	Shabir Siddiq
3.2	Annual Review Changed to Academic Year Start & Policy Amended	01/08/2023	31/07/2024	Shabir Siddiq
3.3	Annual Review and Name Change	01/08/2024	31/07/2025	Shabir Siddiq
3.4	Annual Review & header logos change	01/08/2025	31/07/2026	Shabir Siddiq
3.5	Annual review, Positive Smiles rebrand and realignment to adult services	01/08/2026	31/07/2027	Shabir Siddiq

Positive Smiles is committed to providing a professional, efficient, courteous and helpful service to everyone we work with. However, if you feel things have gone wrong and you are dissatisfied with our service, we want you to tell us. Then we can resolve your complaint and try to ensure it does not happen again.

Positive Smiles takes all complaints extremely seriously and all staff are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

A complaint that is dealt with well helps us to improve. Therefore, if you are dissatisfied with the service you have received, please bring this to our attention as soon as possible by speaking to your tutor or the member of staff you work with in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to raise your complaint with them, please contact Positive Smiles using the procedure below.

SCOPE

This policy is for everyone who uses or delivers Positive Smiles services, including participants, volunteers, staff members and visitors to our community activities.

LOCATION OF THE POLICY

This policy is available to all staff members, volunteers and participants. It is important that staff involved in managing and delivering our services are fully aware of its contents. The policy is explained to participants when they join an activity and is available on request.

REVIEW OF THE POLICY

Positive Smiles will review the policy annually and revise it as and when required in response to feedback, changes in practices, actions required by Positive Smiles or changes in legislation. Our review will ensure that our procedures continue to meet our funders' requirements and are applied properly and fairly in arriving at judgements.

POLICY STATEMENT

Positive Smiles is committed to providing a quality service for participants, volunteers and staff members, working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, volunteers and participants, and in particular by responding positively to complaints, and by putting mistakes right.

STATEMENT OF PRINCIPLES

Positive Smiles aims to ensure that:

- Making a complaint is as easy as possible.

We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.

- We deal with it promptly, politely and confidentially.
- We respond in the right way - for example, with an explanation, apology or changes to our services and support.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

DEFINITION:

A complaint can be defined as 'any expression of dissatisfaction that relates to Positive Smiles and that requires a formal response'.

PURPOSE:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

Positive Smiles' responsibilities are to:

- Acknowledge the formal complaint in writing.
- Respond within the stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

CONFIDENTIALITY:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Positive Smiles maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit).

Should this be the case, the situation will be explained to the complainant.

COMPLAINTS PROCEDURE

This procedure tells you how to make a complaint about any issue related to our services and support. All our staff receive guidance on how to handle complaints. We aim to deal with all complaints promptly, fairly and proportionately. All complaints will be recorded and tracked to completion.

You can:

Call: 01254 946444

E-mail: info@positivesmiles.co.uk

Write to: Positive Smiles C.I.C., 41 Bury Road, Haslingden, Rossendale, BB4 5PG

When you contact us, please give us your full name, contact details, and a daytime telephone number, along with:

- a full description of your complaint
(including the subject matter and dates and times, if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the complaint

Stage 1

If a complaint cannot be resolved informally, the complainant should write or email their complaint to a relevant member of Positive Smiles staff, so that they have a chance to put things right. The letter or email should set out the details of the complaint, the consequences for the complainant, and the remedy they are seeking.

Complaints will be acknowledged by Positive Smiles within 2 working days of receipt. Complaints will be investigated by a relevant Positive Smiles staff member, who may interview the people involved. The complainant will be informed of the investigation outcome and decision within 10 days of the complaint being acknowledged (this may be extended, depending on the nature of the complaint).

Stage 2

If a complainant is not satisfied with the initial response, they can write to a Director of Positive Smiles and ask for their complaint and our response to be reviewed. The Director will acknowledge the request within 2 working days of receipt and respond within 10 working days of the acknowledgement.

Director Details:

Name	Shabir Siddiq
Email	info@positivesmiles.co.uk
Telephone	01254 946444

Positive Smiles aims to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done to deal with the matter and when a full reply can be expected and from whom.

Stage 3

If a complainant is still not satisfied with the Stage 2 reply, they can ask for their complaint to be reviewed by the Directors of Positive Smiles. The Directors will acknowledge and respond to the request, normally within the timescales set out for Stage 2. Their decision is the final stage of our internal procedure.

All documents relating to a complaint must be saved and stored securely.

If your complaint relates to a funded project and you remain unhappy after the Directors' review, you may raise it with the relevant funder, who can advise you on its own complaints process.

If your complaint is about how Positive Smiles is run as a community interest company, you can contact the Office of the Regulator of Community Interest Companies.

Where a course leads to a qualification through a partner or awarding centre, that organisation's rules also apply.

Summary

The route of Escalation is as follows:

1. The participant raises their complaint with Positive Smiles (Stages 1 and 2).
2. If the participant remains unhappy, they can ask the Directors to review the complaint (Stage 3).
3. Should the participant still remain unhappy, they can contact the relevant funder or, where relevant, the Office of the Regulator of Community Interest Companies.

Signed by the Director



01/08/2026