



COMPLAINTS POLICY

SNAPS welcomes any comments or complaints as this is a vital way of collating evidence in order to improve service.

Families can make comments and complaints directly to SNAPS' Children's Services Manager at site or by email or to SNAPS' Family Wellbeing Co-ordinator at sessions or by email.

Any fundraising comments and complaints can be made directly to the Senior Fundraising Manager by email.

If the complaint is not regarding a SNAPS' service or fundraising, or the person does not feel comfortable contacting the relevant Manager directly, they should contact SNAPS' Chief Executive by email.

Complaints are regulated by the Sites Manager/Senior Fundraising Manager as appropriate, the Chief Executive and the Chair of Trustees, and any concerns are dealt with immediately.

For current contact details for the relevant members of staff, email info@snapsyorkshire.org.

Where possible any complaint or comments will be dealt with in person and at the time. Any verbal comments are then recorded so an accurate record is maintained.

The SNAPS team will decide how to deal with any complaints or comments and depending on the nature of the comment will carry out an investigation in the following way:

- Initially contact the person/s making the comment
- Offer a solution for the comment
- Decide a course of action
- Implement

If the comment is an allegation against an employee, contractor, volunteer or Trustee, then an investigating officer will be appointed to gather the relevant information. The investigating officer will then report back to the Chair and appropriate action will be taken.

If the comment/complaint relates to an issue/concern of child safety the procedures as set out in the Safeguarding Children Policy must be followed. If a complaint is made that cannot be resolved at the time, the investigating officer will come back to the complainant within 5 working days with an update



SNAPS YORKSHIRE CIO COMPLAINTS POLICY MAY 2025

on the process and confirm the plan of action moving forward. SNAPS aims to deal with any complaints quickly and effectively.

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