

## **Paper Lanterns Teen & Young Adult Literary Journal**

### **Complaints Policy 10.07.2021**

paperlanternsjournal@gmail.com

Paper Lanterns is committed to providing a quality service to youth and we regularly evaluate our services in order to ensure this and to monitor the standard of our performance. While this is always our aim, we accept that sometimes things do not always go to plan. In such circumstances, we want to know, so that we can put things right and learn from our mistakes. We welcome all comments on our services, positive or negative. Complaints will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is.

Paper Lanterns gives a commitment to resolve complaints as quickly as possible. All complaints will be dealt with seriously, sensitively and appropriately to ensure that the standard of service provided by Paper Lanterns is maintained at a high level. The quality of the service provided to any teen will never be adversely affected because a complaint has been made.

The complaints procedure is kept as simple as possible. Anyone making a complaint will be supported through the process as needed and given a copy of the 'Complaints Policy and Procedures'. The complaints policy and procedures are displayed on our website.

When a complaint is received the journal partners will be informed immediately. Every effort will be made to address the issue informally before moving to a formal procedure. If necessary the complaint will be fully and appropriately investigated. A written acknowledgment of receipt of the complaint will usually be sent within 2 working days and a response within 7 days.

Where a complaint concerns a member of staff, we will address the situation with due regard to our obligations as an employer and the rights of the employees, the terms governing their conditions of employment and the procedures outlined in the staff handbook.

In the event of errors being made, Paper Lanterns will endeavour to correct them as quickly as possible and to give an explanation and, where appropriate, an apology.

All complaints made – both formal and informal – will be recorded in detail. Records will be stored in the Complaints Records File and will be retained for two years following resolution of the complaint as required by regulation.

All information relating to any complaint will be treated as confidential and shared only on a need to know basis. In the case of a Child Protection concern the Child Protection Policy will apply. All records of complaints will be kept in full compliance with the Child Care Act 1991 Regulations 2016, Data Protection Act 2018 and Freedom of Information Act 2014. The Complaints Records File will be available to those authorised to inspect it.

The evaluation of the outcome of the complaint will form part of the considerations for future policy and practice and risk management procedures.