

Complaints

Policy for Children



What is a Complaint?

When you have a problem

You can have a problem about your afterschool, an adult or another child



How do you feel?

How big is my Problem?

<u>5</u>	<u>EMERGENCY</u>
<u>4</u>	<u>GIGANTIC PROBLEM</u>
<u>3</u>	<u>BIG PROBLEM</u>
<u>2</u>	<u>MEDIUM PROBLEM</u>
<u>1</u>	<u>LITTLE PROBLEM</u>
<u>0</u>	<u>GLITCH</u>

Ray of Sunshine Staff Member uses the above table to discuss different levels of problem, depending on the age of the child)

How do I make a complaint?

- By talking about it - or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To Whom?

- To anyone of the **Ray of Sunshine Staff**.

Does it matter what the issue is?

- No, it can be a big problem or a small one. By talking about it we can try to help solve it, make things better for you

What will happen next?

- If possible the staff member will deal with it in person. If not s/he will go on your behalf to someone who can help.

Do others have to know?

- If you are worried about confidentiality (other people knowing), tell the staff - they will understand.

Even if you find the issue hurtful or embarrassing, don't worry - it will only be discussed by staff who can help you.

If you have a complaint who would you like to talk to?

(insert photos of staff team here)

