



(Home of Wilton RDA)

## **Simple Complaints and Concerns Procedure**

### **How to raise a concern or make a complaint:**

**Safeguarding:** If you are worried about a person's safety please tell the Centre Manager straight away. The matter will be dealt with confidentially.

**Complaint:** If you are worried about something or feel that something is not right, you should first raise it with a trusted adult.

- **Stage 1: Informal resolution**  
Speak to a trusted adult, such as your VC or the Centre Manager.  
We will try to resolve the matter promptly, fairly and in private where appropriate.  
If the matter cannot be resolved informally, you may make a formal complaint in writing, and support can be provided to help you do this.
- **Stage 2: Formal complaint**  
A formal complaint is a written account of what has happened and why you are unhappy with the situation.  
The Trustees will consider your complaint carefully and may meet with you to discuss the matter further.  
You may bring a parent, carer or another supportive adult with you if you wish.  
After the meeting, the Trustees will write to you to confirm their decision.
- **Stage 3: Appeal**  
If you remain unhappy with the outcome, you may appeal to RDA National.

**Please raise any concerns as soon as possible so that we can support you to sort it.**