

Policy Number: **G10.1a**
Policy Area: **Governance**
Document: **Simple English Complaints Handling Process**



Related Documents: G10 Complaints Policy
G10.1b Complaints Handling Flowchart
G18 Sexual Misconduct Policy
G24 Whistle Blower Policy

This is a summary of how GMP deals with complaints. It is written to help children understand what happens if they complain to GMP.

1. We will take your complaint seriously. You will not be punished for complaining to GMP.
2. If your complaint is not about GMP people or activities we will refer you to someone else who can help.
3. If you complain about child abuse or exploitation we will act to keep you safe, and we will tell the Child Protection service in your location. If it is safe to do so we will tell the police.
4. We will arrange for a medical check if you have been hurt or sexually touched.
5. If you have sent us a written complaint we will reply within 3 days. (If it is a complaint about child protection we will respond within 24 hours.)
6. Your information will only be shared with people who need to know in order to investigate and to keep you safe.
7. A GMP person will talk with you about how we will investigate your complaint. You can choose to have an adult you trust with you.
8. The investigation of a serious issue may take several weeks, but we will keep you and your trusted adult informed.
9. We will let you know the results of the investigation and any action that will be taken.