

Mini CHANGE MAKERS

FEEDBACK, COMPLAINTS AND RAISING CONCERNS POLICY

VERSION 1.0

Policy information

Organisation	Mini Change Makers UK CIC
Policy owner	Directors
Approved by	Frednalyn (Gail) Peck (Managing Director) and Cherry (Dee) Duchemin (Creative Director)
Approval date	24 November 2026
Next review date	Within 12 months of adoption, or sooner following significant changes
Version	1.0

1. Purpose

MCM welcomes feedback from children, families, volunteers, partners and the public. People may raise concerns without fear of retaliation. This procedure covers service complaints and conduct concerns; safeguarding emergencies and data protection complaints also follow their specialist routes.

2. How to contact us

Feedback or complaints may be given verbally to an activity lead or director, or through the general contact route published on MCM's website or email us: Minichangemakers@outlook.com. A child may use age-appropriate words, drawing or a trusted adult. MCM will acknowledge and help someone explain a concern without requiring a formal letter.

3. Immediate safety and specialist routes

Call 999 for immediate danger. Child safeguarding concerns must be referred promptly to the DSL (Frednalyn (Gail) Peck, Deputy DSL Cherry (Dee) Duchemin or statutory services; do not wait for the complaints timetable. Data protection rights requests and personal data complaints follow the privacy process and applicable statutory deadlines.

4. Handling a complaint

Record the date, issue, desired outcome and any immediate risks. Acknowledge within five working days where contact details are available. Assign an impartial handler, seek relevant facts without conducting a safeguarding investigation, and aim to provide a written response within 20 working days. If more time is needed, explain why and give an updated date. These are MCM service standards, not statutory deadlines.

5. Outcomes and review

Explain findings and proportionate actions, which may include apology, correction, adjustment, training, changes to activity arrangements or referral to another body. Offer review by the other unconflicted director where available. Where both directors are involved or impartiality is impossible, explain appropriate external routes and seek independent advice as needed.

6. Confidentiality and learning

Share complaint information only on a need-to-know basis, protect children's details and retain records according to the schedule. Review patterns and improvements at director meetings. No one should be disadvantaged for raising a genuine concern in good faith.

7. Reporting and related documents

General concerns: use the MCM contact route provided to participants. Safeguarding: contact the named DSL or Deputy DSL, or statutory safeguarding services directly where necessary; call 999 for immediate danger. Related documents include the MCM Safeguarding Policy, Privacy and Data Protection Policy, Equality, Diversity, Inclusion & Belonging Policy and relevant operational forms.