

SHARP Procedure for Dealing with a Complaint

A note will be at the sign-in desk of each programme referring concerned caregivers to talk to the Coordinator/ Manager or read the Complaints Procedure, which is held in the Policies and Procedures File. This is present in all programmes.

In general, if any person has a complaint about a programme, staff or volunteers, they should:

1. Approach the Supervisor or Coordinator who will attempt to come to a resolution.
2. If the complainant is still unhappy they will be referred to the Coordinator or the Manager.
3. Further complaints must be made in writing (see address below). A 'Complaint Form' (Appendix 24) can be found in the back of this folder or obtained from the Coordinator. The Coordinator or Management will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought.

The Supervisors will keep the Coordinator informed of all complaints and a written record will be kept. This record will be stored in the locked cupboard in the Coordinators office.

For information on staff grievances see "Procedure for dealing with Staff Grievances"

When necessary the staff member concerned will be informed of the complaint.

If the allegation involves sexual or physical abuse or some illegal activity, the SHARP Trustees and the Police or other relevant authority will be notified within 48 hours. They will then set the procedure for dealing with the complaint.

While the matter is under investigation the worker may be asked to step down. This decision will be made by the SHARP Manager and the Chairperson of the SHARP Trust in consultation with the Police and/or other relevant authorities.

Proof or admission of guilt will result in instant dismissal (in conjunction with their employment contract) and referral to the Police and/or other relevant authorities and an appropriate counsellor.

SHARP aims to provide children and their families with the best service we can. If anyone feels there is something that is not right, they should contact the programme Coordinator. All feedback is important as it helps to improve the SHARP programmes. Written feedback is sought from parents at least twice a year and followed up when necessary.

Please note:

Points of contact for people with question or concerns about SHARP:

Manager and Holiday Programme Coordinator: Karen Koid 338 4163 ext 219

After-School Programme Coordinator: Larissa Emmerson 338 4163 ext 222

SHARP Studios: Ann-Marie Smith 338 4163 ext 221

Chairperson: Duane Major

SHARP Trust
P O Box 33048
Spreydon, Christchurch