

How to Complain & Share Concerns about Staff

WHAT IS A COMPLAINT?

A complaint is when you are unhappy with the service you have received

HOW CAN I DO THIS?

Speak to someone you TRUST who will then give you more information

HOW TO SHARE A CONCERN ABOUT STAFF?

This is called “Whistleblowing” - this is a process which helps young people and staff to report any major concern you might have about EP practise which is not covered by the complaints policy.

Examples of 'major' concerns might be:

- Staff breaking the law
- Serious Health & Safety risks
- Unauthorised use of EP money
- Any form of abuse.

If you see anything that is a major concern you can and should report it without feeling worried that everyone will know it was you who reported it - to do this the process tries to keep your identity anonymous.

HOW DO I BLOW THE WHISTLE?

Get in touch with Tracy Watson

You can call, speak face-to-face, write a letter or email

Give as much information as you can and Tracy will get back to you within 10 days

Tracy – 07789 758299

tracy@engagingpotential.com

If the concern is about Tracy then please get in touch with another member of staff