

# Little Red Kettle

## Complaints Policy and Procedure

### Document Control

Organisation: Little Red Kettle

Document Title: Complaints Policy and Procedure

Effective Date: January 2026

Review Date: December 2026

Approved By: LRK board

Related Documents: Child Safeguarding Policy, Code of Conduct and Behaviour, Equality Policy, Data Protection Policy

### 1. Purpose

Little Red Kettle is committed to providing a safe, respectful, inclusive, and professional environment for all participants, children, young people, parents/guardians, staff, volunteers, artists, contractors, and members of the public.

We recognise that concerns or complaints may arise from time to time and are committed to addressing them fairly, promptly, consistently, and transparently.

The purpose of this policy is to:

- Provide a clear process for raising complaints
- Ensure complaints are handled respectfully and fairly
- Support early resolution of concerns where possible
- Promote accountability and continuous improvement
- Protect the rights and wellbeing of all parties involved

### 2. Scope

This policy applies to complaints relating to:

- Organisational activities and programmes
- Workshops, rehearsals, performances, and events
- Staff, volunteers, facilitators, contractors, or representatives
- Communication or behaviour
- Safeguarding-related concerns
- Online engagement and digital communication
- Accessibility or inclusion concerns
- Service delivery or organisational procedures

This policy applies to complaints made by:

- Children and young people
- Parents or guardians
- Participants
- Employees
- Volunteers
- Contractors
- Members of the public
- Partner organisations

### **3. Principles**

Little Red Kettle will ensure that complaints are handled:

- Respectfully
- Fairly
- Promptly
- Confidentially where appropriate
- Without discrimination or victimisation
- In line with safeguarding and legal obligations

We are committed to listening carefully to concerns and using feedback to improve our services and practices.

### **4. Informal Resolution**

Where appropriate, concerns should first be raised informally.

Many issues can be resolved quickly through discussion and clarification.

Informal resolution may involve:

- Speaking directly with the relevant staff member or facilitator
- Discussing concerns with a manager or programme lead
- Agreeing actions to resolve the issue

Informal resolution may not be appropriate for serious concerns, safeguarding matters, or allegations of misconduct.

### **5. Formal Complaints Procedure**

If a concern cannot be resolved informally, or if the matter is serious, a formal complaint may be made.

Complaints should include:

- Name and contact details of the complainant

- Description of the complaint
- Date, time, and location of the incident where relevant
- Names of individuals involved where known
- Any relevant supporting information

Complaints may be submitted:

- By email
- In writing
- Through an agreed reporting process
- Verbally where necessary, particularly where accessibility support is required

## **6. Complaints Involving Children or Safeguarding**

Any complaint involving:

- Child welfare
- Abuse or neglect
- Inappropriate behaviour towards a child
- Bullying or exploitation
- Safeguarding concerns

will be managed in line with Little Red Kettle's Child Safeguarding Policy and Procedures.

Safeguarding concerns may need to be referred to:

- The Designated Liaison Person (DLP)
- Tusla Child and Family Agency
- An Garda Síochána

Safeguarding concerns cannot be managed solely as standard complaints.

## **7. Handling of Complaints**

Once a formal complaint is received:

1. The complaint will be acknowledged promptly
2. The complaint will be reviewed appropriately
3. Relevant information may be gathered
4. Individuals involved may be consulted
5. A response or outcome will be communicated where possible

The organisation may:

- Seek clarification
- Meet with relevant parties
- Review records or documentation
- Implement temporary measures if necessary

## **8. Confidentiality**

Complaints will be handled sensitively and confidentially where possible.

Information will only be shared on a need-to-know basis.

Confidentiality cannot be guaranteed where:

- Safeguarding concerns arise
- Legal obligations apply
- There is a risk of harm to an individual

All records will be managed in line with GDPR and data protection requirements.

## **9. Protection from Victimisation**

Individuals who raise concerns or complaints in good faith will not be treated unfairly or disadvantaged as a result.

Retaliation, intimidation, or victimisation relating to complaints is not acceptable and may result in disciplinary action.

## **10. Outcomes**

Outcomes of complaints may include:

- Clarification or explanation
- Informal resolution
- Apology
- Mediation or facilitated discussion
- Additional training or guidance
- Review of procedures
- Disciplinary action where appropriate
- Referral to external authorities

Not all complainants may agree with the outcome; however, all complaints will be considered seriously and fairly.

## **11. Anonymous Complaints**

Anonymous complaints may be considered where sufficient information is provided.

However, anonymity may limit the organisation's ability to investigate or respond fully.

## 12. Malicious or Vexatious Complaints

Complaints found to be deliberately false, malicious, or intended to cause harm may themselves be treated as a serious matter.

This will not discourage genuine complaints made in good faith.

## 13. Accessibility and Inclusion

Little Red Kettle is committed to ensuring that the complaints process is accessible.

Reasonable supports may include:

- Assistance with written complaints
- Alternative communication formats
- Additional accessibility supports
- Support for children and young people to express concerns safely

## 14. Record Keeping

A record of formal complaints will be maintained securely.

Records may include:

- Nature of complaint
- Actions taken
- Correspondence
- Outcomes
- Follow-up actions

Records will be retained in accordance with organisational and legal requirements.

## 15. Review and Monitoring

This policy will be:

- Reviewed annually
- Updated where necessary
- Monitored to identify patterns or learning opportunities
- Communicated to relevant personnel

Feedback may inform future improvements to organisational practice.

## 16. Contact Information


Complaints Contact

Name: ELINEAK CHEASTY

Role: Director of Programming  
 Email: lmeane@littleredkettle.ie  
 Phone: 051 349800

Designated Liaison Person (DLP) As above  
 Name: \_\_\_\_\_  
 Role: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_

### 17. Approval

Name	Role	Signature	Date
S. Cronin	CHAIR		28/01/2026

### Appendix A – Complaints Form Template

Name of Complainant	
Contact Information	
Date of Complaint	
Nature of Complaint	
Persons Involved	
Details of Incident	
Desired Outcome	
Additional Information	

### Appendix B – Complaints Handling Checklist

Item	Completed
Complaint acknowledged	
Complaint assessed	
Safeguarding concerns identified	
Relevant parties consulted	
Outcome communicated	
Records securely stored	
Follow-up actions completed	