



COMPLAINTS POLICY

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Review Date: September 2023

Next Review Date: September 2024

Policy Statement

REACH Learning Provision believe that if an individual wishes to make a complaint or register a concern they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services.

This policy is intended to ensure that complaints are dealt with effectively and that all complaints or comments by an individual and/or their relatives and carers are taken seriously.

REACH Learning Provision understand that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. We support the concept that most complaints, if dealt with early, openly, and honestly, can be resolved out at a local level between just the complainant and REACH.

Aim

The aim of this policy is to ensure that our complaints procedure is properly and effectively implemented, and that individuals feel confident that their complaint or worries are listened to and acted upon promptly and fairly.

Complaints Procedure

Good communication is vital for building a partnership between home, the community and REACH and it also builds understanding and co-operation between parents, staff, and Directors.

Below we have laid out our complaint's procedure process and timeframe for responses: -

- Contact (admin@reachlearningprovision.org) REACH and try and sort out the problem informally. Expect a reply within 3 working days.
- If at this point it cannot be resolved informally you may write to the Headteacher, setting out why you remain dissatisfied. Expect a reply within 15 working days.
- If still dissatisfied, you may contact to the Designated Officer at the Nottingham City Council via telephone – 0115 876 2302

Managing and Recording Complaints

The progress of any complaint and the outcome will be recorded. A complaint may be made in person, telephone, or in writing. At the end of a meeting or telephone call, the member of staff will make every effort to ensure that the complainant and the provision have the same understanding of what was discussed and agreed.

All correspondence, statements and records relating to the individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.