



## **Complaints Policy**

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Sage Education Provision Ltd

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## **Purpose**

The wellbeing of all the children in our care is our paramount concern and central focus.

We aim to work closely with all our parents/carers to constantly improve our care and service. We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff and it is important that wherever appropriate that concerns are raised as soon as possible in line with the informal process. If this does not achieve the desired result or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your concerns.

We aim to bring all concerns regarding the running of our services to a satisfactory conclusion for all parties involved. We aim to learn from all matters raised with us for the benefit of all the children using our services, their schools, their parents/carers and our staff.

# **Procedure**

## **What to do first**

If you have a concern that can be dealt with informally you should discuss this first with the Sage Education Provision staff.

They will work with you to clarify the issue, investigate it if necessary and from there to resolve the issue that you have raised and act where appropriate to correct the issue that you have identified.

All staff will make every effort to resolve your problem informally.

## **What to do next**

If you are not satisfied with the response from the informal stage or if you have a concern which is too serious to be raised at an informal level, you should raise your concern in writing to the Director, Gemma Fulcher. You should use the form, in Appendix 1, to do this.

Gemma Fulcher or Sarah Amor (Directors) will respond within 48 hours to your complaint to book a meeting with you to discuss your complaint. Following this, they will carry out an investigation into the issues that you have raised if this is applicable.

The Director(s) will meet with you again if this is necessary and write back to you to confirm the outcome of the formal complaint process. This will be within 28 days of the first meeting with you.

## **Documentation**

An agreed written record will be taken of the main discussions, any decision taken and /or agreed action(s) for all complaints within the formal stages. All parties present at the meeting should sign the record and receive a copy of it. Sage Education Provision will maintain a copy of this confidentially and in line with all Data Protection Act requirements.

This confidential record of formal complaints will be made available for the local authority or Ofsted inspectors on their request. Where there are general learning points for us, these will be provided in a way that does not refer back to the original complaint unless this has been specifically agreed with you as the complainant.

# Complaints Form

It is assumed that in making a formal complaint you will first have taken your complaint through the informal stage.

Please complete and return to a Gemma Fulcher [gemma@sageeducationprovision.com](mailto:gemma@sageeducationprovision.com).

Your Name	
Pupils Name	
Relationship to the Pupil	
Address	
Telephone number(s)	
Email address	
Please provide details of the complaint, including the background to your complaint, stating the relevant facts and events involved chronologically, together with relevant dates.  If you have several issues, please list these, and provide details of each separately.	
Please provide details of how you have raised these concerns so far including: a) a description of the steps you have taken to resolve this matter informally, for example by raising it with the relevant staff b) details and names of the people with whom you have raised this complaint informally c) the outcome of the complaint at the informal stage d) the reasons why you feel that your complaint remains unresolved.	
Please tell us what resolution you seek and why you believe this remedy is appropriate.	

Are you attaching any paperwork? If so, please list it here.	
Signature	
Date	

<b>For Office Use Only</b>	
Date acknowledgement sent	
Name of person sending acknowledgment	
Complaint referred to	
Date	