



AM Support Ltd

Personalised Support and Mentoring
for young people

Complaints Policy

Date of issue: January 2026

Date for renewal: September 2027

The complaints procedure of AM Support Ltd;

- (a) is in writing;
- (b) is made available to parents and carers of children and young people we support;
- (c) sets out clear time scales for the management of a complaint;
- (d) allows for a complaint to be made and considered initially on an informal basis;
- (e) where the parent/referrer is not satisfied with the response to the complaint made in accordance with sub-paragraph (d), establishes a formal procedure for the complaint to be made in writing
- (f) where the parent/referrer is not satisfied with the response to the complaint made in accordance with sub-paragraph (e), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint;
- (g) ensures that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the provision;
- (h) allows for a parent/carer to attend and be accompanied at a panel hearing if they wish;
- (i) provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is—
 - (1) provided to the complainant and, where relevant, the person complained about and
 - (2) available for inspection on the premises with the Director;
- (j) provides for a written record to be kept of all complaints that are made in accordance with sub-paragraph (e) and—
 - (1) whether they are resolved following a formal procedure, or proceed to a panel hearing; and
 - (2) action taken by the school as a result of those complaints (regardless of whether they are upheld); and
- (k) provides that correspondence, statements and records relating to 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.

Introduction

At AM Support Ltd we welcome suggestions for improving our work with children and young people. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents/referrers in addressing any problems that arise.

The majority of issues raised by parents, referrers, the community or children and young people, are concerns rather than complaints. We are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the company's formal complaints procedure. For the company to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated. The prime aim of AM Support Ltd's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the company. The following details outline the stages that can be used to resolve complaints.

Stage 1: Informal resolution with member of staff

- Parents discuss concerns with the lead member of staff,
- If the staff member is unable to deal immediately with the matter, a clear note is made, including complainant's name, phone number and date, and the parent/referrer is contacted as soon as the matter has been investigated. The staff member may also consult the Director at this stage.
- The staff member ensures that the parent/referrer is clear what action or monitoring of the situation has been agreed.
- If no satisfactory solution has been found, parents/referrer are asked if they wish their concern to be considered further.

Stage 2: Referral to the Director

- The Director acknowledges the complaint, orally or in writing.
- The Director investigates further, interviewing witnesses as appropriate. If the complaint centres on a child or young person they would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.
- The Director keeps written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the Director responds. If the complaint was in writing, a written response will be sent.

- **Stage 3: Panel**

- Following this step and if the complaint has still not been resolved, a panel will be formed and a hearing will be granted. The panel will have independent representatives to ensure a fair hearing is heard.

Vexatious complaints and unacceptable behaviour

If properly followed, the complaints procedure will aid the speedy resolution of most complaints, however, there may be occasions where an agreed resolution cannot be reached and it is only possible to agree an acceptable way forward. It should be noted that once a complaint reaches the end of the company's complaints procedure it cannot be reopened and reinvestigated. If the complainant tries to reopen the same issues, the Director will be able to inform them in writing that the procedure has been exhausted and that the matter is now closed. A complaint will be considered by AM Support Ltd to be vexatious when:

- Repeatedly and obsessively pursued
- An unrealistic or unreasonable outcome is sought
- Is reasonable but is pursued in an unreasonable manner.

Advice may be sought if a solution cannot be found

The company will not tolerate behaviour from complainants that is deemed to be offensive or threatening or which is considered to pose a risk to either staff or children and young people. The company will take such steps as necessary to manage behavior of this kind and may seek legal advice.

Where the complainants contact with the company is unreasonably demanding, or the frequency of contact is judged to impede the day to day running of the company, then the complainants contact with the company may be subject to a management plan to aid in the resolution of the complaint.

Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

Monitoring the Effectiveness of the Policy

The practical application of this policy will be reviewed regularly or when the need arises by the Director. The policy will be reviewed and re-drafted after one year of being published.