



Policy Name	Complaints and Feedback Policy
Created by	Christopher Allan, Owner (Lead Practitioner)
Date Reviewed	June 2023
Date of Next Review	June 2024
E & D Disclaimer	This policy has been reviewed in line with the Equality Act 2010 which recognises the following categories as Protected Characteristics: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender) and Sexual orientation. We will continue to monitor this policy to ensure that it provides equal access and does not discriminate against anyone, especially any person/s listed under any protected characteristic.

Complaints and Feedback Policy

Introduction

School Avoidance Solutions (SAS) values feedback and views it as an opportunity to improve our services and maintain strong relationships with parents, guardians, and stakeholders. This Complaints and Feedback Policy outlines the framework for handling complaints, concerns, and feedback in a fair, transparent, and timely manner.

Scope

This policy applies to all complaints, concerns, and feedback received from parents, guardians, or other stakeholders regarding the services provided by SAS, including therapeutic interventions, consultations, and support.

Lodging a Complaint or Providing Feedback

3.1 Complaints Procedure:

a. Informal Resolution: SAS encourages individuals to resolve complaints informally, whenever possible. Concerns or complaints should be raised directly with the staff member involved or their immediate supervisor. SAS staff members will make every effort to address and resolve the issue promptly and to the satisfaction of the complainant.

b. Formal Complaints: If the complaint remains unresolved through informal means or if the complainant prefers to lodge a formal complaint, they should submit a written complaint to the SAS management to schoolavoidancesolutions@gmail.com. The complaint should provide specific details about the nature of the issue, including relevant dates, individuals involved, and any supporting evidence or documentation.

3.2 Feedback Procedure:

Feedback, suggestions, or general comments can be provided verbally or in writing to the SAS management or staff members. These contributions are valued and will be considered for continuous improvement.

Handling and Investigation

4.1 Complaints Handling:

a. Acknowledgment: SAS will acknowledge receipt of a formal complaint promptly, within five working days. The complainant will be informed of the next steps and provided with an estimated timeline for resolution.

b. Investigation: SAS will conduct a thorough and impartial investigation into the complaint, involving relevant staff members as necessary. The investigation will gather all pertinent information, including interviews, review of records, and any other necessary steps to assess the validity of the complaint.

c. Timely Resolution: SAS will strive to resolve complaints within 10 days. However, complex or sensitive issues may require more extensive investigation, and the complainant will be kept informed of the progress.

4.2 Feedback Review:

Feedback received will be reviewed and considered by SAS management and relevant staff members. It will be used to identify areas of improvement and inform future practices and decision-making.

Steps to Address Issues

5.1 Resolving Complaints:

a. Corrective Measures: If the investigation verifies the validity of the complaint, SAS will take appropriate corrective actions to address the issue. This may involve additional training, revised procedures, or other measures as deemed necessary.

b. Communication: SAS will communicate the outcome of the investigation and any actions taken to the complainant in a clear and understandable manner. Feedback will be sought regarding the resolution and any further concerns.

5.2 Feedback Implementation:

Feedback will be carefully reviewed and considered for implementation. SAS will take appropriate steps to incorporate feedback into service improvements and development.

Confidentiality and Anonymity

SAS will handle complaints, concerns, and feedback confidentially and will respect the privacy of the complainant. If anonymity is requested, SAS will endeavour to maintain confidentiality to the extent possible, while ensuring a fair investigation and resolution process.

Review and Continuous Improvement

This Complaints and Feedback Policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations. SAS is committed to continuously improving its procedures and practices based on feedback and lessons learned from complaints and concerns.

By establishing this Complaints and Feedback Policy, SAS aims to foster open communication, address concerns promptly, and enhance the quality of our services through ongoing improvement efforts.