Thriveology Wellness CIC

Complaints Procedure

September 2026

COMPLAINTS PROCEDURE

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Purpose of This Procedure

Thriveology Wellness CIC is committed to providing high-quality, safe, and supportive services for children, young people, families, schools, and partner organisations. We recognise that, on occasion, individuals may feel dissatisfied with an aspect of our provision. This Complaints Procedure outlines how concerns can be raised, how they will be handled, and the steps we take to ensure fair, transparent, and timely resolution.

Principles

Thriveology's approach to complaints is guided by the following principles:

- Accessibility: Complaints can be made verbally or in writing.
- Fairness: All complaints are considered objectively and without bias.
- Transparency: Processes and outcomes are clearly communicated.
- Timeliness: Complaints are acknowledged and addressed promptly.
- Confidentiality: Information is handled sensitively and in line with GDPR.
- Continuous Improvement: Complaints are used to strengthen our practice and provision.

What Constitutes a Complaint?

A complaint is any expression of dissatisfaction about:

- The quality or delivery of Thriveology services
- Staff conduct or professionalism
- Communication or administrative processes
- Decisions made regarding a young person's support
- Health, safety, or safeguarding concerns
- Workplace or Post-16 placement arrangements

Concerns raised informally will always be taken seriously and may be resolved without entering the formal complaints process.

Who Can Make a Complaint?

Complaints may be made by:

- Parents or carers
- Children or young people (with support if needed)
- Schools, colleges, or referring agencies
- Employers involved in Post-16 placements
- External professionals
- Members of the public

Stages of the Complaints Procedure

Stage 1: Informal Resolution

Where possible, concerns should be raised directly with the relevant Thriveology staff member or programme lead. We aim to resolve issues quickly through discussion, clarification, or agreed actions.

Timescale: Within 5 working days Outcome: Summary of agreed resolution

If the complainant is not satisfied, the matter may proceed to Stage 2.

Stage 2: Formal Complaint

Formal complaints must be submitted in writing (email or letter). The complaint should include:

- Details of the concern
- Dates, times, and individuals involved
- Any steps already taken to resolve the issue
- Desired outcome

Formal complaints should be sent to:

Mrs Bobie Jones, Managing Director - bobie@thriveology.co.uk

Process:

1. Acknowledgement within 5 working days
2. Investigation by a senior member of staff not previously involved
3. Review of relevant documentation, communication, and evidence

4. Meeting with the complainant if required
5. Written response outlining findings and actions

Timescale: Within 20 working days of acknowledgement

Stage 3: Review Panel

If the complainant remains dissatisfied, they may request a Review Panel. The panel will consist of:

- One Thriveology senior leader not previously involved
- One external professional or advisor
- One independent representative (e.g., community member or partner organisation)

Process:

- Panel convened within 20 working days
- Complainant invited to attend and present their case
- Panel reviews all documentation and outcomes from Stages 1 and 2
- Final written decision issued within 10 working days

The Review Panel's decision is final within Thriveology's internal procedures.

Safeguarding Concerns

Any complaint that raises safeguarding concerns will be handled in accordance with Thriveology's Safeguarding Policy and statutory guidance. Safeguarding complaints may bypass Stages 1–3 and be escalated immediately to:

- Local Authority Children's Services
- The Police (if appropriate)
- Designated Safeguarding Lead (DSL): Miss Shellie Rashbrook

Complaints Involving Data Protection

Complaints relating to personal data, confidentiality, or GDPR compliance will be managed in line with Thriveology's Data Protection Policy and may be escalated to the Data Protection Officer; Mrs Kerry Wakor.

Anonymous Complaints

Anonymous complaints will be reviewed and investigated where possible, though outcomes may be limited due to lack of detail.

Record Keeping

Thriveology maintains a secure record of all complaints, including:

- Nature of complaint
- Actions taken
- Outcomes
- Lessons learned

Records are stored in accordance with GDPR and Thriveology's Data Protection Policy.

Continuous Improvement

Complaints are reviewed termly to identify:

- Patterns or recurring issues
- Areas for staff training
- Improvements to policies or procedures
- Enhancements to service delivery

Policy Review

This Complaints Procedure will be reviewed annually or sooner if required by legislative changes or organisational developments.

Review Date: September 2027