



Complaints policy

Our aspirations are to inspire and help the future generation flourish but if for some reason you feel something needs to be raised, then please follow the steps below.

Please report any incident to Michael (If the complaint is about Michael, please report it to another senior member of staff) and the matter will be investigated as follows:

- Senior member of staff to speak with the person raising the concern to gain full understanding of the situation.
 - See if a resolution can be found quickly and satisfactorily.

If a resolution could not be found then please put your complaint in writing to michael@growwithus.uk

- We will let you know we have seen your email and will be dealing with it as a matter of urgency.
 - The matter to be investigated in a timely manner
- An outcome will be sent to those involved, including the person raising the concern.

If the concern is with regards to child protection or safeguarding, then the child protection officer will follow the procedure in the safeguarding policy.

Ofsted will be notified as soon as possible, but within 14 days, of the complaint being made.

Signed: MSellers

Date: 05/12/24