



COMPLAINTS POLICY

Great Minds Together

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Complaints Policy

At Great Minds Together we aim to work in partnership with parents/carers, schools, and services to deliver a high-quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is always displayed on our website. Records of all complaints are kept for at least three years.

The Operations Director is usually responsible for dealing with complaints. If the complaint is about the Operations Director, the Quality Assurance Officer will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of programme delivery:

- The Personnel Director will discuss the matter informally with the parent/carer or professional concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent/carer or professional will be encouraged to discuss the matter with staff concerned.
- If the parent/carer or professional feel that this is not appropriate, the matter will be discussed with the Operations Director, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent/carer or professional should put their complaint in writing to the Operations Director. The Operations Director will:

- Acknowledge receipt of the letter within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the organisation's practices or policies as a result of the complaint.

Stage three

If the parent/carer or professional is not satisfied with the outcome of the written complaint response, the parent/carer or professional should put their complaint in writing to the Quality Assurance Officer. The Quality Assurance Officer will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the organisation's practices or policies as a result of the complaint.

Stage Four

If the parent/carer or professional is not satisfied with the outcome of the written complaint response from the Quality Assurance Officer, the parent/carer or professional should put their complaint in writing to the CEO. The CEO will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the organisation's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the organisation's response to the complaint, either together or on an individual basis.

Stage five

If a satisfied outcome is not reached by this point, the parent/carer or professional should make contact with The Local Government and Social Care Ombudsman. In order to discuss your complaint with them you will need to have completed the complaints process for the organisation as stated on their website.

<https://www.lgo.org.uk/complaint-form>

Telephone:

Call on **0300 061 0614** for help making a complaint

Lines are open: Monday - Friday between 10am and 4pm

Calls to 03 numbers **will cost no more than calls to national geographic numbers** (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls

Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)

Calls may be recorded for training and quality purposes

Online:

If you have a complaint, please use the complaint form.

If child protection issues are raised, the manager will refer the situation to the organisation's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

This policy was adopted by: Great Minds Together Date: 27.11.2019 Revised: 26.05.20 Revised: 31.05.21

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.