



Complaints Policy

1. Purpose of this policy

Roots Education Limited is committed to providing high-quality, compassionate SEND support to children, families, and schools. We aim to work openly, respectfully and collaboratively at all times. However, we recognise that concerns or complaints may occasionally arise.

This policy explains:

- How to raise a concern or complaint
- How Roots Education Limited will respond
- Expected timescales
- How complaints are recorded and reviewed

Our approach is grounded in fairness, transparency, and a desire to resolve issues quickly and constructively.

2. Scope

This policy applies to:

- Parents and carers
- Schools, SENCos and professionals
- Associates or contractors working with Roots Education
- Any individual receiving or engaging with our services

It covers all aspects of our work, including consultancy, assessments, coaching, communication and administrative processes.

3. Our Commitment

Roots Education Limited will:

- Treat all complaints seriously and respectfully
- Listen carefully and respond with empathy
- Seek to resolve concerns promptly
- Maintain confidentiality
- Ensure complaints do not negatively affect future support
- Use complaints to improve our practice and services



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4. Informal Resolution (Stage 1)

Most concerns can be resolved quickly through informal discussion.

If you have a concern, please contact us via:

Email: hello@rootseducation.com Directors: Lindsay Lakhani or Amelia Edrich

We will:

- Acknowledge your concern within 3 working days
- Offer clarification, reassurance, or a discussion
- Aim to resolve the issue within 10 working days

If you feel the matter is not resolved, you may proceed to Stage 2.

5. Formal Complaint (Stage 2)

If informal resolution is not appropriate or has not resolved the issue, you may submit a formal complaint.

How to make a formal complaint

Please email: hello@rootseducation.com with Subject line: Formal Complaint

Include:

- Your name and contact details
- Details of the complaint
- Dates, people involved, and any relevant information
- What outcome you are seeking

What happens next

A Director (Lindsay or Amelia) will:

- Acknowledge the complaint within 3 working days
- Conduct a full review of the concern
- Gather information from staff or associates involved
- Respond formally within 20 working days

If more time is needed (e.g., staff absence), you will be informed.



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Outcome

The response will include:

- A summary of findings
- Any actions taken
- Any changes to practice or policy
- Next steps if you remain dissatisfied

6. Review by Second Director (Stage 3)

If you are not satisfied with the Stage 2 outcome, you may request a review by the second Director.

They will:

- Reassess the complaint independently
- Review all documentation
- Provide a final written response within 20 working days

This is the final stage of Roots Education Limited's internal complaints process.

7. External Escalation

As a private SEND consultancy, Roots Education Limited is not governed by Ofsted. However, if your complaint relates to:

- Safeguarding
- Data protection
- Professional conduct
- Legal obligations

You may contact the relevant external body:

Safeguarding Concerns: Hertfordshire Safeguarding Children Partnership (Use local authority referral pathways)

Data Protection Concerns Information Commissioner's Office (ICO) www.ico.org.uk

Professional Conduct Concerns

If applicable, professional bodies such as:

- HCPC
- BACP
- Other regulatory organisations (depending on the associate involved)

We will support you in identifying the correct route if needed.



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8. Confidentiality

All complaints are handled confidentially. Information is shared only with those who need to know in order to investigate and resolve the issue.

Records are stored securely in line with our:
Data Protection Policy

9. Record Keeping

Roots Education Limited keeps a secure Complaints Log including:

- Date of complaint
- Summary of issue
- Actions taken
- Outcome
- Any changes made to practice or policy
- Records are retained for 6 years.

10. Learning & Improvement

- Complaints help us improve. After each complaint, we will:
- Review what happened
- Identify any changes needed
- Update policies or procedures
- Provide additional staff training if required

We value feedback and use it to strengthen our service.

11. Policy Review

This policy is reviewed annually or sooner if:

- Legislation changes
- New services or processes are introduced
- A complaint highlights the need for revision

12. Contact

For any concerns or complaints, please contact:

Roots Education Limited Email: hello@rootseducation.com