

SGE Complaints Handling Procedure and Policy

Complaints Policy

Simply Great Education (SGE) aims to resolve any expression of dissatisfaction as quickly as possible to restore the relationship and promote satisfaction in those using our provision.

Where a complaint is upheld, we learn from it to improve staff development and delivery of our services. SGE commits to continuous improvement of all our services.

Provision users can obtain a copy of this document in case of a complaint by contacting rosie.chambers@simplygreat.education. This “Complaints Handling Procedure and Policy” document is available on our website:

www.simplygreat.education/policies

Where possible, all complaints will follow the informal complaints handling procedure so the concern or complaint can be dealt with by the provision manager or staff member the provision user is directly dealing with.

People accessing SGE are provided with the main contact details of SGE so any parent/carer or commissioner can contact the manager directly if they have any issues they need to discuss.

The formal complaints procedure will only be actioned after this initial complaint’s procedure has been exhausted.

Where a formal complaint is raised, our policy is that it should be investigated fairly and in compliance with relevant regulatory and quality requirements.

If you think we have not handled your personal data correctly, you may complain to the **Information Commissioner’s Office** at www.ico.org.uk.

Any safeguarding concerns will be handled in line with SGE safeguarding policy.

All complaints and other feedback from provision users will be recorded, monitored and reported for audit, service improvement, and outcomes.

Complaints Handling Procedure

SGE staff will undertake the following steps when handling your complaint:

- We will listen to your complaint or concern.
- We will record the details of the complaint on the day your complaint is communicated to us.
- We will gather all information and facts about your complaint.
- We ask that you let us first attempt to resolve your complaint through an informal complaint-handling procedure.
- In the formal complaint procedure, we will acknowledge your complaint within two working days of the complaint being raised with us via letter or email.
- We will discuss options to resolve your complaint.
- We will act in a timely manner, giving clear timescales for the acknowledgement, investigation, response, and follow-up of your complaint.
- We will keep our promises.
- We will follow-up to confirm that your complaint has been resolved.

Informal Complaints Handling Procedure

Please raise any issue directly with the person you are dealing with. This will allow us to address your concern promptly and resolve the issue without the need to use our formal complaints procedure.

A staff member will listen and record the details of the complaint on the day the complaint is made. The staff will take steps to investigate and resolve the complaint quickly. This will be recorded. After the complaint has been resolved with the complainant's agreement, the staff member will follow up to ensure they are satisfied with the resolution.

Formal Complaints Handling Procedure

If the issue is not resolved satisfactorily, you may raise the issue with our Director of Provision at tim.pm@simplygreat.education

If your complaint is about the Director of Provision, it will be passed to a **Trustee or member of the board.**

You will receive an acknowledgement within **two working days**. We aim to investigate and respond to complaints **within 8 weeks**.

We hope you will be satisfied with the outcome of the investigation, but if you are not, SGE, where necessary, will enable people who use its services to access external independent support organisations to make or pursue a complaint. We will provide further information should this apply.

This policy was written on 21.06.2023 and will be reviewed in 12 months or as necessary.