

## Complaints Procedure

Kent Tuition Hub is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes. This policy constitutes the centre's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Directors will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form.

### **Stage One**

If a parent/carer has a complaint about some aspect of the Centre's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Manager. The Centre is committed to be open and regular dialogue with parents/carers and the Centre welcomes all comments on its services. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Kent Tuition Hub. If the Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police. The Centre will acknowledge receipt of the complaint as soon as possible - within three working days at least - and fully investigate the matter within 15 working days. If there is any delay, the Centre will advise the parent/carer of this and offer an explanation. The Centre Manager will be responsible for sending them a full and formal response to the complaint. The formal response to the complaint in writing from the Centre will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Centre's policies or procedures emerging from the investigation. The Centre Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Centre's response to it. The Centre Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

### **Stage Three**

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Centre's response will be passed to the Registered Person who will adjudicate the case. The directors will communicate a detailed response, including any actions to be taken, to both the Centre Manager and the parents/carers concerned within 15 working days.

### **Stage Four**

If, after discussion, the complainant is not satisfied, then he/she should contact the Managing Director of the Centre:

Director

Address:

Telephone: