



Complaints Policy

January 2024



1. Procedure Statement

1.1 Red Everywhere believes that if a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is our procedure to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and caregivers are taken seriously.

1.2 The procedure is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is **NOT** part of **RedEverywhere** Disciplinary Procedure.

1.3 Red Everywhere believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. The company supports the concept that most complaints if dealt with early, openly, and honestly, can be sorted out at a local level between just the complainant and Red Everywhere.

2. Aim

2.1 This procedure aims to ensure that our complaints procedure is properly and effectively implemented and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

3. Complaints Procedure

3.1 Good communication is vital for building a partnership between home, the community and RedEverywhere. It also builds understanding and cooperation between parents, staff and the Programme Manager.

Stage	Action	Response
1	Contact Sofia Shah Director of Teaching and Learning at RedEverywhere and try and sort out the problem informally.	Within 3 Working Days .
2	If at this point it cannot be resolved informally you may write to the Manager Partner setting out why you remain dissatisfied.	Replies within 15 Working Days .
3	If still dissatisfied, write to Marcus Isman-Egal Managing Partner , setting out why you are unhappy and what you would like the school to do to resolve the complaint.	Considers the complaint and replies within 15 Working Days .
4	If still dissatisfied, your complaint will be heard by the panel of Directors (members of which will not have had any previous involvement in the matter, one member of the committee will be independent of the management and running of the organisation). At each stage it will be clarified exactly who will be involved, what will happen, and how long it will take. Parents have the right to attend any such hearing and be accompanied.	Considers the complaint and replies within 15 Working Days .
4a)	<p>Panel hearing:</p> <p>Any such findings and or recommendations arising from the hearing will be:</p> <ol style="list-style-type: none"> 1. Provided to the complainant and the person complained about if relevant. 2. Available for inspection on the school premises by the proprietor and head teacher. 	
5	If still dissatisfied, contact the Secretary of State for Education.	Red Everywhere can provide details of how to contact these organisations.

4. Managing and Recording Complaints.

4.1 The progress of any complaint and the outcome will be recorded. A complaint may be made in person, by telephone, or in writing. At the end of a meeting or telephone call, the member of staff will make every effort to ensure that the complainant and the school have the same understanding of what was discussed and agreed.

4.2 All correspondence, statements and records relating to the individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

5. Monitoring, Evaluation and Review

5.1 Red Everywhere will review this policy at least every year and whenever there is a change in legislation or guidance. We will assess its implementation and effectiveness.

The policy will be promoted and implemented throughout Red Everywhere. **Next Review Date: 1st January 2025**

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