

# Complaints Policy

## Definitions

Concern: A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

Complaint: A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. These include allegations against a member of staff working for Evermore Education.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints' procedure. Evermore Education takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If people would like to raise their concerns formally, Evermore Education will attempt to resolve the issue internally, through the stages outlined within this complaints' procedure.

Parents are informed that should they feel at any time that they have reason for complaint or concern regarding the quality of tuition provided, they should speak to the Co-Directors, Gemma White or Dianne Farrugia.

Any complaint made in writing or made by e-mail that relates to the Requirements of the Voluntary Childcare Register (in England and Wales) or the National Care Standards (in Scotland) will be fully investigated.

Any complaint will be dealt with in full within 7 days of receipt of the written complaint, including a written response which will include an account of the findings of the investigation and any action taken as a result.

## Resolving complaints

At each stage in the procedure, Evermore Education wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation

- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies in light of the complaint if required
- an apology if required.

Evermore Education keeps a written record of complaints which includes:

- the nature of the complaint,
- how the complaint was dealt with,
- the outcome of the investigation,
- any action taken, and
- whether the parent was given an account of the findings within 7 days of the date on which the complaint was received.
- Complaint report summaries (data protected) are available to parents and Ofsted/Care Inspectorate on request.
- Complaints records are kept for ten years.

This policy was last reviewed in July 2024.