

## All8 Sensory Support Complaints Procedure



Our Complaints Procedure is available for learners, learners' relatives, centre staff and employers, commissioners.

In cases of complaint, an attempt should first be made to resolve the matter informally with the member of staff concerned. If agreement cannot be reached, then the complaint should be made in writing to the Proprietor of All8 Sensory Support.

The Proprietor will acknowledge the complaint and ensure details are logged and investigated.

The Centre Manager will reply to the complaint as quickly as possible, and normally within 14 working days. If the complainant remains dissatisfied, then s/he will be invited to attend a meeting of the Appeals Panel.

This meeting will consist of the complainant and the complainant's advocate if required, the staff member concerned and the Manager and another member of the Board of Directors.

The Appeals Committee may:

- Uphold the appeal.
- Dismiss the appeal and uphold the original decision
- Make recommendations as to future practice T

The result of the investigation will be sent to the complainant. If no response is received within five working days, it will be assumed that the member is now satisfied.

The decision of the Appeals Committee will be final.

A summary of complaints and appeals will be made available on an annual basis to the Board of Directors for discussion and review in order to improve our services

Proprietor's signature: Alison Alderton

Adopted on: 01/09/2024

Last reviewed on: 01/09/2024

Next review: 01/09/2025