



New Leaf Triangle Complaints Policy

Written by: Lorraine Squires Shaw, Executive Director – May 2019
Last Reviewed by: Kathryn Carter, Business Coordinator – November 2023
Next Review Due: November 2025

Introduction

This policy outlines the policy and process for NLT to respond to complaints (and to requests to formally complain) by parents, schools, local authorities, students or other stakeholders. Included within the policy is a copy of the forms that should be completed in the event of a formal complaint being made.

We at New Leaf Triangle (NLT) aim to provide the best possible support and services to individuals and families through our provision of alternative education, holiday sessions and other related services.

From time to time an individual or organisation may feel it has not had the high level of service and provision expected. In such instances, it is important that an individual or organisation is able to feel comfortable and informed enough to make a complaint, and for the appropriate follow up action to be taken, within reasonable time limits.

Conciliation

Anyone who is dissatisfied with any aspect of the work of NLT should contact a director; Lorraine Squires Shaw or Troy Shaw in the first instance. The director will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully the majority of problems can be satisfied by this informal process. The director will reply to complainant within fourteen days of the receipt of the complaint.

If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures:-

Formal Complaints Procedure

1. Any complaint should be communicated to the NLT Director (or to the Chair of the Board of Management if the complaint is about the directors). Contact details at the end of this policy.
2. NLT will acknowledge receipt of the complaint in writing within three working days.
3. The director (or Chair of the Board of Management) shall investigate all circumstances leading to the complaint and ensure that an NLT Complaints Form is completed. The Complaints form is at the end of this policy.
4. The director (or Chair of the Board of Management) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.
5. All complaints and positive feedback to New Leaf Triangle will be fully recorded and a report made to the Board of Management on any complaints dealt with via this procedure. A written record will be retained of complaints.

Contact Details

Executive

Director - Lorraine Squires Shaw

lorraine.squiresshaw@gmail.com

Tel: 07825 653170

Executive Director - Troy Shaw

troy.shaw@newleaftrianglecic.co.uk

Chair of the Board of Management - Jeanette MacGregor

newleaftriangle@btopenworld.com

New Leaf Triangle Complaints Form

To proceed with a complaint please complete this form and return to an operational director of New Leaf Triangle. This form will enable the complaint to be dealt with appropriately

Your Name	
Your Contact Telephone Number	
Your email address	
Your address (including postcode)	

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Location, date and time when incident occurred

Please give details of your complaint, stating names of staff wherever relevant. Please continue on a separate sheet if necessary

If you have already spoken to a staff member regarding your complaint, please give the name of staff:

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What do you think should be done to put things right?

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Please note that in investigating your complaint NLT may provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature	
Date	

For Office Use

<i>Date Received:</i>	
<i>Date Acknowledgement Sent:</i>	
<i>Date Outcome of investigation Communicated to complainant:</i>	
<i>Outcome of the complaint:</i>	