Complaints Policy

**Aim:**

To ensure our participants and their parents/carers know how to make a complaint should they wish to.

**Procedure:**

In the event of an individual being dissatisfied with our service, the complaint should be detailed in writing to the principal (Ellie Andrews). She will log, acknowledge, and reply to the complaint within 14 days.

The complaint must be in writing, dated, and signed by the complainant. Emailed complaints are acceptable as long as the complainants full name and postal address details are included. **Anonymous complaints will not be considered or dealt with under this policy.** The complaint must include the name of the member concerned with a factual explanation of the alleged incident and be accompanied by supporting documentation and details of any action already taken to resolve the complaint.

The complaint must not be more than 2 months after the alleged incident(s), unless the complainant was not aware of their existence at the time they occurred, or the circumstances were such that they could not reasonably have been aware of such incidents.

The member who is subject of the complaint will be sent a notice of the complaint which will provide details of the complaint against them (including any supporting evident and documentation), unless there are exceptional circumstances, such as the information prejudicing any criminal proceedings that may be instigated or are already in progress, or there are concerns about the safety of the complainant or any third party.

The member will be expected to respond, state their case, and provide any relevant information or evidence in support within 14 days of the date of the notice of the complaint but as soon as is reasonably possible.

All complaints will be treated confidentially.

Complaints should be sent to Ellie Andrews using the details below.

Email: [inclusive.academy@outlook.com](mailto:inclusive.academy@outlook.com)

Postal address: 32 Edison Road, Stevenage, SG2 0DG

Signed: E.Andrews