**COMPLAINT'S POLICY**

Last reviewed 19th February 2024

Next review 19th February 2025

**Introduction**

This complaints policy is designed to provide a fair and transparent process for addressing and resolving any concerns or complaints raised by clients or parents/guardians regarding the services provided by Fun Development.

We value feedback and view complaints as an opportunity to improve our services and strengthen our relationships with clients. This policy outlines the steps to be followed when lodging a complaint and the actions we will take to address and resolve the issue.

**Lodging a Complaint**

Communication:

Clients or parents/guardians should first communicate their complaint directly to the tutor via email or in writing, clearly outlining the details of the issue, including the nature of the complaint, dates, and any supporting documentation or evidence.

Timeliness:

Complaints should be lodged as soon as possible after the incident or concern arises, allowing for prompt investigation and resolution.

**Complaint Handling Process**

Acknowledgement:

Upon receipt of a complaint, the tutor will promptly acknowledge the complaint in writing, confirming that it has been received and providing an estimated timeline for resolution.

Resolution:

If a resolution is agreed, there need be no further action but the client is welcome to let the owner of Fun Development know of the complaint if the client wishes to discuss a change of allocated tutor.

Escalation:

Unsatisfactory Resolution:

If the complainant is dissatisfied with the outcome or proposed resolution of the tutor, they may request that the complaint be escalated to the owner of Fun Development for further review.

Investigation:

The owner of Fun Development will conduct a thorough and impartial investigation into the complaint, considering all relevant information and evidence. This may involve seeking additional information from the complainant, the tutor involved, or any other relevant parties.

Resolution:

Once the investigation is complete, the owner of Fun Development will determine an appropriate resolution based on the merits of the complaint. The aim is to address the concerns raised, rectify any shortcomings, and ensure that measures are implemented to prevent similar issues in the future.

Communication:

The owner of Fun Development will communicate the outcome of the investigation and proposed resolution to the complainant in writing. This will include an explanation of the findings, any actions taken, and any further steps required to resolve the complaint.

**Confidentiality and Privacy**

Confidentiality:

All complaints and the information provided will be treated with the utmost confidentiality. Information will only be shared with those involved in the investigation and resolution process on a need-to-know basis.  Appropriate information may be shared with a supervisor or a member of the local authority if external input is needed.

Data Protection:

Fun Development will comply with applicable data protection laws and regulations, including the General Data Protection Regulation (GDPR), in handling and storing any personal data provided during the complaints process. Fun Development is registered with the ICO.

Continuous Improvement

The owner of Fun Development is committed to using feedback from complaints to improve its services and prevent similar issues in the future. Complaints will be analysed and patterns or trends identified to implement appropriate changes or additional training for tutors, if necessary.