-

**LIBERTY LEARNING AUTISM CONSULTANCY**

Complaints Policy and Procedure

Liberty Learning Autism Consultancy is committed to providing a quality service and working in an open and accountable way that builds the trust and respect of all our customers and client s. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and clients, and by responding positively to complaints, and by putting errors right.

Therefore, we aim to ensure that:

* + - making a complaint is as easy as possible;
		- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
		- we deal with it promptly, politely and, when appropriate, confidentially;
		- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
		- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, our aims are to:

* + - resolve informal concerns quickly;
		- keep matters low-key;
		- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

**Definition:** Liberty Learning defines a complaint as 'any expression of dissatisfaction that relates to Liberty Learning and that requires a formal responseI .

**Purpose:** The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**Liberty Learnings responsibility will be to:**

* acknowledge the formal complaint in writing;
* respond within a stated period;
* deal reasonably and sensitively with the complaint;
* act where appropriate.

**A complainant's responsibility is to:**

* bring their complaint, in writing, to Liberty Learnings attention normally within 8 weeks of the issue arising;
* raise concerns promptly and directly with a member of staff at Liberty Learning.
* explain the problem as clearly and as fully as possible, including any action taken to date;
* allow Liberty Learning a reasonable time to deal with the matter;
* recognise that some circumstances may be beyond Liberty Learning's control.

**Responsibility for Action:** C Williams (Managing Director).

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Liberty Learning maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** Directors of Liberty Learning will receive annually, a report of complaints made and their resolution.

**Formal Complaints Procedure: Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that she has a chance to put things right. If your complaint concerns a Director of Liberty Learning, rather than a member of Liberty Learnings staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of Liberty Learning staff to write to, your complaint should be sent to Liberty Learnings Director - Stephanie Bull. Our contact details can be found on the Liberty Learning Website.

**Stage 2**

If you are not satisfied with the initial response to the complaint, then you can write to Liberty Learning Managing Director and ask for your complaint and the response to be reviewed. You can expect the Managing Director to acknowledge your request within 7 working days of receipt and a response within 15 workings days.

Liberty Learning's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

**Final Stage**

If you are not satisfied with the subsequent reply from Liberty Learning's Managing Director, then you have the option of writing to the Board of Directors stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from Liberty Learning's Managing Director.

The Board of Directors will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Last reviewed: 19/07/2021

Next review: 18/07/2022