

Accessible Education Provision for Neurodivergent Children
through graduated interventions and academic support.



*An organisation that aims to improve every child's life
by being closer to nature,
providing equality in learning
and promoting well-being*

COMPLAINTS POLICY FOR RAW LEARNING

Contents

1. Introduction	2
2. Aims and Objectives	2
3. Procedures	2
4. Recording	3
5. Resolution	3

1. Introduction

Here, at Raw Learning, we aim to provide the highest quality of education for our pupils, who remain at all times our first priority. We also aim to establish good relationships with the parents/guardians of our pupils and we are available at drop off and pick up times for parents to speak to informally about any everyday concerns they may have while their child is with us.

2. Aims and Objectives

We understand that on occasions parents/guardians may have a concern that they feel cannot be addressed quickly or informally at drop off or pick up or which requires a more formal resolution.

This policy sets out the Complaints procedure that will be followed in this circumstance.

It applies to both facilitators and parents and is available on Raw Learning's website and as a hard copy.

All complaints will be treated seriously and confidentially.

Records of complaints and their resolution are recorded by the Director and held for 2 years.

3. Procedures

Stage 1:

The Director and facilitators of Raw Learning hope that most queries or concerns can be addressed and resolved quickly and **informally** by contacting a facilitator. This can be at drop off or pick up times, or at a pre-arranged meeting if a parent feels that more time is required to address their concern. It is hoped that the issue can be resolved immediately during or following this initial meeting.

However, there may be occasions when a parent/guardian feels that their concern has not been resolved or when they, or the facilitator involved, feel that the issue needs to be referred to the Director. The facilitator will make a written record of the concern, including the date the concern was raised, and this will then be referred to the Director. The Director will respond to the concern within 7 days and work towards resolving the concern informally.

Stage 2:

If the parent/guardian's concern cannot be resolved on an informal basis, then they must address their concern to the Director, Rachel King, **in writing**, clearly stating that it is a **formal complaint**. The Director will consider the complaint, following receipt of a written, formal complaint, with a discussion with the person making the complaint, and any facilitator or child who is included in the complaint. This will normally be within 10 working days of receiving the written complaint. The Director will contact the parent/guardian to discuss the complaint, at which time a resolution may be reached.

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If the Director feels that further investigation is needed, then it may take longer to reach a resolution. A longer time frame may also apply during holiday periods. Once the Director is satisfied that all reasonable attempts to establish the facts have been made, she will make a decision regarding the complaint and parents/guardians will be informed either orally or in writing within 28 working days of receiving the complaint.

4. Recording

The recording of complaints is limited to all those made in writing under Stage 2 of the Complaints procedure. It will include details of the complaint, whether it has been resolved and how, and any action taken by Raw Learning as a result of the complaint.

Written complaints will be held on record for no more than 2 years, after which they will be securely destroyed using a crosscutter shredder. All correspondence, statements and records will be kept confidential and held securely in a locked cabinet.

5. Resolution

At Raw Learning we aim to resolve concerns/complaints as quickly as possible, and that the period from initial lodging of complaint to its resolution should take no longer than 28 working days. However, timescales may vary during holiday periods.

This policy was adopted by	Raw Learning
On	17 th August 2022
Date to be reviewed	16 th August 2023
Signed on behalf of the provider	<i>Rachel King</i>
Name of signatory	Rachel King
Role of signatory	Director