



# COMPLAINTS POLICY

## Grievance Information and Guidance

Reviewed Sept 2024

## Complaints Policy

It is First Class Tailored Solutions' aim to provide outstanding provision for all our young people. First Class Tailored Solutions work hard to build positive relationships with all referrers, parents and carers

In the event of a complaint by parents/carers/working partner, the following policy sets out the procedures that we follow in such cases.

If any parent/carer is unhappy with the provision that their child is receiving or has received, or has any concerns we encourage them to contact the tutor and Case Manager immediately.

Similarly, if a learner is unhappy with the provision they are receiving they can speak to either the tutor, the Case Manager or the referrer.

### Aims:

First Class Tailored Solutions aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as quickly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the young person above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. Complaints will be dealt with immediately, or at least within 48 hours, by either the Case Manager, referrer, director, and/or external independent personnel.

### **The complaints procedure**

If a parent, carer or working partner is concerned about anything to do with the provision that we are providing they should, in the first instance, discuss the matter with the relevant tutor/s and Case Manager. The referrer should also be involved in this process.

Should a parent, carer or referrer wish to make a complaint that cannot be dealt with in this way, the Company Director will explore the complaint further, this may be done by phone, email or in writing. The Director will arrange a meeting if appropriate.

If the matter is resolved to everyone's satisfaction, it will be confirmed and recorded.

If the complaint remains unresolved, the referrer will become involved and explore the nature of the complaint further to reach a satisfactory resolution.

It may be that an external independent person will explore the nature of any complaint and report back to all stakeholders involved.

**Disclaimer:** As a private company FCTS reserves the right to deal with complaints 'in house' always working towards a satisfactory resolution.

