

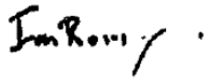
Complaints Policy

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| Complaints Policy | Version: 2023.1.0 | Page 1 of 3 |
| Created: 10.05.2023 | Review Date: 09.05.2024 | |
| Owner: Quality and Compliance Manager | Location: Shared Drive: WREC Documents\Policies and Procedures 2023 | |

1. This Complaints Policy may be used by any service user or stakeholder who has a concern or complaint about any aspect of Whitehead-Ross Education and Consulting (WREC) supported living service.
2. In the first instance a complaint should be dealt with informally between the service user or stakeholder and the member of staff.
3. If a concern or complaint cannot be resolved informally, the complainant will be required to submit their complaint in writing to the Service Manager, who will acknowledge the complaint within 5 days. The contact details of the Service Managers are in Appendix 1
4. As part of Stage 1 the Service Manager will investigate the complaint and review any relevant documentation and information.
5. If the complaint includes the Service Manager, the complaint will be investigated by another Senior Manager at WREC.
6. If necessary, the Service Manager will interview witnesses and take statements from those involved.
7. If the complaint centres around a service user, the service user will also usually be interviewed.
8. The Service Manager will provide the complainant with a full written response within 28 days of the date the complaint is received.
9. This response will determine whether or not the complaint has been upheld, the reasons why, and what action (if any) will be taken.
10. If the complainant is not satisfied with the outcome of the complaint, he/she can escalate the complaint to Stage 2. The complaint, investigation and outcome will be reviewed by the Responsible Individual and a final outcome communicated in writing to the complainant within 10 working days. The contact details for the Responsible Individual are in Appendix 2.
11. The Service Manager will provide a summary of complaints, responses and subsequent action to the service regulator within 28 days of being requested to do so.
12. If the complainant is not satisfied with the outcome of the complaint, he/she can escalate the complaint to the relevant Awarding Body and/or Qualification Regulator. The contact details can be found in Appendix 3.
13. We will maintain a complaints log of all complaints received and appropriate action taken following an investigation.
14. On a quarterly basis our Responsible Individual will analyse information relating to complaints and concerns; and identify any areas for improvement.

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Signed:



Ian Ross
Managing Director

Date: 10th May 2023

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