



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

Complaints Policy

Organisation: Guiding SEND Families

Policy Owner: Nicola Palfreyman (Sole Trader)

Version: 2.0

Effective Date: 16 July 2026

Review Date: 16 July 2027

Review Frequency: Annually

1. Purpose

This policy explains how Guiding SEND Families manages compliments, concerns and complaints fairly, consistently and promptly. It aims to ensure that any concerns raised are listened to, investigated appropriately and used to improve the quality of services provided.

2. Commitment

Guiding SEND Families is committed to providing a professional, respectful and high-quality service to all children, young people, adults and families.

Feedback, whether positive or negative, is welcomed and valued as an opportunity to learn, improve and maintain high standards of service.

Every complaint will be taken seriously and handled fairly, impartially, respectfully and confidentially.

3. Informal Resolution

If you are unhappy with any aspect of the service provided, please raise your concern as soon as possible.

Where appropriate, concerns will be addressed informally through discussion and clarification, with the aim of resolving issues quickly and fairly.

4. Formal Complaints

If a concern cannot be resolved informally, a formal complaint may be submitted in writing by email.

Complaints should include:





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- Your full name
- Your contact details
- A clear description of the complaint
- Relevant dates, times or supporting information
- The outcome you would like to achieve

Formal complaints should be sent to:

Guiding-SEND-Families@outlook.com

5. Accessibility

Guiding SEND Families recognises that some individuals may require support to make a complaint.

Reasonable adjustments will be made where appropriate, including adapting communication methods or accepting complaints in alternative formats to ensure the complaints process is accessible to everyone.

6. Investigation

All formal complaints will be acknowledged within **5 working days**.

An investigation will be carried out fairly, impartially and as promptly as possible.

Where appropriate, additional information may be requested to assist with the investigation.

A written response will normally be provided within **20 working days**. If additional time is required, you will be kept informed of progress and provided with an updated timescale.

7. Outcomes

Following investigation, the outcome may include:

- Clarification of the issues raised
- An explanation of what has been found
- An apology where appropriate
- Recommendations or actions to improve services
- Any other appropriate resolution based on the circumstances





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8. Appeals

If you remain dissatisfied with the outcome of your complaint, you may request that it is reviewed.

Requests for a review should be made in writing within **20 working days** of receiving the outcome and should explain why you remain dissatisfied.

As Guiding SEND Families is operated by a sole trader, any review will involve reconsidering all available information before a final decision is issued.

9. Confidentiality

All complaints will be handled confidentially and with sensitivity.

Information will only be shared where it is necessary to investigate or resolve the complaint, where required by law, or where safeguarding responsibilities make this necessary.

Personal information will be managed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy Policy.

10. Record Keeping

Records of complaints, investigations and outcomes will be maintained securely and retained in accordance with the Privacy Policy and applicable data protection legislation.

Complaint records will be used to identify learning opportunities and support the continuous improvement of services.

11. Policy Review

This policy will be reviewed annually, or sooner if there are changes to legislation, guidance or working practices that may affect its content.

