

COMPLAINANT

Complaints should be made in writing and should be made directly to the person most able to appropriately address the complaint

RESIDENTIAL
MATTERS

REGISTERED MANAGER –
Steve Wilkinson

EDUCATION
MATTERS

SENIOR TEACHER –
Sharon Beddow

Complaints regarding either
Registered Manager or Senior
Teacher

CHIEF EXECUTIVE OFFICER –
Steve Garner
FINANCE DIRECTOR –
David Bentley

The Complainant will receive verbal, then written acknowledgement of their complaint usually within **48 hours**. (Dependent upon when the complaint is received i.e. weekends and school holidays)

THE PROCESS

The complaint will be fully addressed/investigated by the recipient

The complainant will be kept fully informed of the progress of their complaint on a regular basis.

A satisfactory outcome will be sought and the complainant responded to in full, in writing within a maximum of **28 days**

If the complainant is unsatisfied with the outcome, they may lodge an appeal with the Board of Directors, who will invite them to attend a 3 person panel. A response will be made in writing within 3 days.

If appropriate, outside agencies e.g. Local Social Services Authority, Ofsted, Dept of Education may be informed or involved.

A full written record of the complaint, action taken and any subsequent outcome or resolution will be kept on iMap Centre's files, which are open to inspection by **Ofsted** and the monthly **Independent Visitor (Reg. 33)**

SHOULD THE COMPLAINANT AT ANY TIME BE UNSATISFIED WITH THE PROGRESS OF THEIR COMPLAINT OR REMAIN UNSATISFIED WITH THE OUTCOME THEY ARE FREE TO CONTACT

**OFSTED CENTRAL OFFICE
MANCHESTER
TELEPHONE: 0300 123 1231**