



**ACCEPTING
BEHAVIOUR**

POLICY COMPLAINTS



ACCEPTING BEHAVIOUR

Educational support for autistic children/young people & those with social communication/interaction differences.

Accepting Behaviour Complaints Policy

Date: August 2023

This policy will be reviewed every 12 months.

Accepting Behaviour is committed to providing quality service to our clients, which is important to us. If you are not satisfied with the level of service you received from us, we would like you to share your feedback. All complaints are taken seriously, and any feedback is appreciated as it allows us to improve our service.

If you would like to make a formal written complaint, you can contact our directors via email or telephone:

E: info@acceptingbehaviour.com **T:** 07749 394686

Scope

This policy applies to all stakeholders, including but not limited to: Clients and customers, Employees, Suppliers and contractors, and Community members.

Principles

1. **Accessibility:** The complaints process will be easily accessible and understandable to all stakeholders.
2. **Transparency:** The process will be transparent, and stakeholders will be informed of the progress of their complaints
3. **Confidentiality:** Complaints will be handled confidentially, with information shared only on a need-to-know basis.
4. **Fairness:** All complaints will be addressed impartially and objectively.
5. **Responsiveness:** Complaints will be acknowledged and resolved promptly.
6. **Continuous Improvement:** Feedback from complaints will improve our services and processes.

Procedure

1. We will send a written acknowledgement (email or letter) within 5 working days of receiving your complaint. We will also inform you of the Director dealing with your complaint.

2. We will then record your complaints and investigate on your behalf. This is likely to involve the following steps:

- Examining your record to ascertain the sequence of relevant events & related correspondence
- Interviewing the relevant members of staff for clarification on the issue

3. We aim to resolve all complaints within 14 working days.

4. You will receive a full written response to your complaint with supporting documentary evidence (if applicable).

5. If you are not satisfied with the outcome, you can make a written request to escalate your complaint. An alternative Director will review the investigation and respond directly with their findings and conclusions.

6. If you are not satisfied with the outcome of the final investigation, you can raise it with the relevant Local Authority.

Approval and Review.

This policy was approved by the managing directors Aaron Yorke and Jayne Yorke and is reviewed/updated yearly.

Date	Reviewed by Aaron Yorke (Managing Director)	Reviewed by Jayne Yorke (Managing Director)
August 2023 <i>Created</i>		
	Date: August 15 th 2023	Date August 15 th 2023
June 2024 <i>Reviewed/updated</i>		
	Date: June 8 th 2024	Date June 6 th 2024
June 2025		
	Date June 5 th 2025	Date June 5 th 2025
May 2026		
	6 th May 2026	6 th May 2026