



Complaints Policy (Families)

1.1 Introduction & Purpose

The following policy is the Complaints Policy for Angling4Education which is followed by all staff. Angling4Education leadership team promote an open and transparent way of working which includes a simple effective complaints procedure for families who use our services.

1.2 Policy principles and Values

Angling4Education recognises the need for good, open, clear communication with families and its learners. We encourage regular (weekly) feedback from parents and students and review practice on a half termly basis. This enables constant oversight to enable us to meet needs.

1.3 Procedures

Angling4education ensure families know they can contact us with any concerns by:

- Talking with their allocated worker
- Emailing the leadership team angling4education@gmail.com
- Calling the the team manager or director on 01903 372 800

Angling4Education is a responsive organisation and aims to respond within 48 hours during the working week (Monday - Friday). Angling4Education will:

- Always treat concerns and complaints seriously
- Always treat families with respect and courtesy. Angling4Education asks families to show staff the same respect and courtesy we show them
- Always try to offer solutions and meet with families in person if this is preferred by the family
- Ask families to raise any concerns or complaints as soon as they arise, in a timely manner so we can respond as soon as possible
- If families are unhappy with our response families may choose to raise their concern with the referrer, Local Authority and in the case of a safeguarding concern the LADO (Angling4Education will also contact the LADO in safeguarding concerns in accordance with the child protection and safeguarding policy)

Date: 1/5/2019

Reviewed yearly in May

Last review: 3/5/2024