



## **PSCL complaints policy and procedure**

As a professional organisation, we must have in place a procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome.

To maintain high standards, we work in close partnership with all teachers and parents and meet the needs of their children. Having good communication between the teachers, parents and ourselves will help this happen. We hope parents will bring to our attention as soon as possible any aspect of my service that they are not happy with so that every effort can be made to resolve the matter. Parents/carers and teachers can make a complaint to us verbally or in writing.

We are required to investigate any written complaints, verbal or written and notify the outcome of the investigation to the parent/carer or teacher within 24 hours. The record of complaints must be available to the parent/carer or teacher on request.

We will keep a record of all complaints and their outcome for at least three years. Confidentiality will be maintained throughout this period.

We will record the following information:

- The name of the person making the complaint.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved)
- Action taken to resolve the complaint.
- Details of the final outcome.

We record all this information which will be stored on our secure cloud storage. Access to the cloud storage is restricted to the directors of PSCL.