

Safeguarding and Welfare Requirements: Welfare	
Policy Name:	Complaints Policy
Policy creation date:	November 2018
Last review:	November 2021
Next review:	November 2022
Owner:	Operations Director/CSM

Policy Aim:

The Rainbow Centre aim's to provide the highest quality education and care for all our Participants. We aim to offer a warm welcome and caring environment within which everyone can learn and develop.

We believe everyone is entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with all parties involved and we will welcome suggestions on how to improve our service at any time.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of service provision given by The Rainbow Centre for Conductive Education.

The Rainbow Centre views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at The Rainbow Centre knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

If you require any further help or advice please contact:

Ofsted, National Business Unit,
Piccadilly Gate,
Store Street,
Manchester, M1 2WD
Email: enquiries@ofsted.gov.uk

Tel No: 0300 123 1231

Legal framework:

This policy has been drawn up based on law and guidance that seeks to protect children namely:

The Protection of Children Act (1999)
Data Protection Act (2018)
The Childrens Acts (1989 and 2004)
Every Child Matters (2003)
Childcare Act (2006 and 2016)
Children, Schools and Families Act (2010)
Working together to safeguard children (2018)
Counter-Terrorism and Security Act (2015)
Disqualification under the Childcare Act (2006)
Keeping Children Safe in Education (2022)