



Making Skills Complaints Policy



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Owner	Claire Kerr

Date	Amendments made	Updated by



. Introduction

At Making Skills we are committed to providing high-quality support and services to children with complex needs in an educational setting. We recognise that feedback and concerns are essential for continuous improvement. This Complaints Policy outlines the process for raising, addressing, and resolving complaints from students, their families, or other stakeholders.

2. Purpose

The purpose of this policy is to:

- Encourage open communication and constructive feedback from all parties.
- Provide a fair and transparent process for addressing complaints.
- Ensure that complaints are handled promptly and effectively.

3. Scope

This policy applies to all students, parents, guardians, staff members, volunteers, and any other stakeholders involved with Making Skills.

4. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern related to our services, policies, procedures, staff behaviour, or any aspect of our provision.

5. Complaint Procedure

5.1. Informal Resolution

- a. In most cases, complaints can be resolved informally. We encourage individuals with concerns to first discuss them directly with the relevant staff member involved.
- b. Staff members and volunteers should actively listen and work collaboratively to address concerns at this stage.



5.2. Formal Complaint

- a. If the issue remains unresolved after attempting an informal resolution or if the complaint is of a sensitive or serious nature, individuals may submit a formal complaint in writing.
- b. Formal complaints should be sent to the designated Complaints Officer at Making Skills, Claire Kerr – hello@makingskills.co.uk

5.3. Acknowledgment

- a. Upon receiving a formal complaint, the Complaints Officer will acknowledge the complaint in writing within 10 working days.

5.4. Investigation

- a. The Complaints Officer will conduct an impartial investigation into the complaint, gathering information from all relevant parties.
- b. Where the complaint is against the Complaints Officer, a more senior, independent person from within the local authority will complete the investigation.
- c. The investigation will be completed within 15 working days unless exceptional circumstances require more time.

5.5. Resolution and Response

- a. After completing the investigation, the Complaints Officer will communicate the findings and resolution to the complainant in writing.
- b. If the complaint is substantiated, appropriate actions will be taken to address the issue and prevent its recurrence.

6. Confidentiality

All complaints and related information will be handled with the utmost confidentiality, respecting the privacy of all parties involved.



7. Appeals

If the complainant is dissatisfied with the resolution, they may request an appeal, which will be reviewed by an independent body or senior manager not previously involved in the complaint.

8. Continuous Improvement

Making Skills is committed to learning from complaints to improve our services and practices continually.

9. Conclusion

We value feedback and concerns as opportunities for growth and improvement. By providing a clear and fair process for addressing complaints, we aim to ensure the well-being and satisfaction of all stakeholders involved with Making Skills.