

## Complaints policy

- MIH believes that service users, staff and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of our setting, staff and service users conduct. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.
- In the event of a complaint please contact Donna McLean in person, via email [enquiries@multipleintelligencehub.co.uk](mailto:enquiries@multipleintelligencehub.co.uk) or by phone on 01732 667961 / 07793 292588
- A complaint is an expression of dissatisfaction however made, by a service user, parent or carer with a legitimate interest in the organisation. It may be about MIH policies or procedures, the conduct, actions or omissions of members of staff employed at MIH or the standards of programme delivery.
- We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved and as such have a Complaints Procedure in place. This procedure is publicised on our Website.
- The procedure outlined above is not for complaints from staff about matters relating to their duties or employment at MIH, or for staff grievances, or for complaints they may have about parents or carers. Those issues should be dealt with through MIH's staffing procedures and policies.
- This complaints procedure is intended to be used by those persons who have a complaint relating to MIH and no other alternative process exists for addressing that complaint.
- Where an appeal mechanism or legislative process takes precedence, then that procedure must be followed and our documented procedure will not apply. Examples of where alternative measures would take precedence may include (but are not limited to) some of the following:
  - Complaints about EHC Plans for children / Youths with special educational needs
  - Issues relating to members of staff including disciplinary grievances and reorganisation proposals
  - Matters likely to require a Child Protection Investigation
  - Admissions and exclusions
  - Whistleblowing
  - Complaints about services provided by other providers who may use MIH premises or facilities. These service providers should have their individual complaints procedures which should be followed.

- Initially most complaints will be oral. There is not a requirement for the complainer to put their complaint in writing at the informal stage. However, MIH is mindful that English may not be the complainer's first language and due consideration and appropriate action will be taken where this is known to be the case. MIH may for example agree to the parent being accompanied by a friend or family member to act as interpreter.
- MIH will keep records of all complaints made and the actions taken. When receiving anonymous complaints, in the majority of cases the only action the Project Manager will take is to log the complaint and a record of any actions taken in response to the complaint. However there may be exceptions to this where the Project Manager feels further action should be taken and it is for the Project Manager to use their discretion in making that decision and in deciding how to proceed in such cases. These may include complaints that raise serious concerns such as child protection allegations or bullying.
- Management / Committee Members should not attempt to deal with complaints outside of this procedure. Any Management who is approached by a complainer wishing to complain about MIH should direct the complainer to the Project Manager. There will be some instances, for example when the complaint is about the Project Manager, in which instance the complainer will be advised to write to alternative Committee Members instead of the Project Manager.
- The power to investigate complaints rests with MIH. The main exceptions to this are child protection and health and safety where the LA does still have the powers to investigate and intervene. Therefore in the majority of cases any complainer who approaches the LA (except in such cases as specified above) will be referred back to the Project Manager or MIH Committee Board.
- It is important that all concerns are taken seriously. Our Service users learn best when there is an effective partnership between MIH and the parents/Carers/Education Provider. All service users of MIH are entitled to have their points of view properly considered and heard.
- The Project Manager or Committee Members should not investigate (or in the case of committee be a member of the review panel) when a complaint is about their own actions.
- When investigating a complaint the investigator will try to establish what happened, discover what the complainer feels would remedy the situation and interview those involved, keeping notes of the interviews. It may be appropriate to have another person present to take notes on occasions. Management will consider using recording devices so that parents with communication difficulties can access and review discussions.
- Complainers have a right of the copies or records under FOI and the Data Protection Acts.

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Signed Managing Director:

Donna McLean