



SENSE INCLUSION

Policy & Procedures

2026-2027

Complaints Policy

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Introduction

Sense Inclusion C.I.C. aims to offer the best possible service to all our stakeholders and clients.

We want to ensure that any and all complaints are investigated and resolved quickly and fairly for everybody and that appropriate action is taken to prevent a recurrence and to ensure continuation of a quality service.

Sense Inclusion C.I.C. will treat any expression of dissatisfaction from any source as a complaint and deal with it in accordance with this policy.

Sense Inclusion C.I.C. understands that a complaint can be defined in several ways and our definition is as follows:

A complaint is an expression of dissatisfaction with the standard of a service, action, or lack of action by Sense Inclusion's staff, associates, volunteers or management that affects an individual or group of service users. Such an expression can be expressed verbally and/or in writing.

This definition covers situations where someone believes that we have:

- Done something wrong
- Failed to do something that we should have done
- Provided services that do not meet the required standard
- Acted unfairly, unethically or discourteously

Our complaints procedure can be used by anyone who is using, or has used, or is planning to use any of our services.

We can also accept complaints from parents/carers, commissioners, schools, Local Authorities, professionals or others who are directly affected by, or have a legitimate interest in, our services.

We aim to resolve most complaints within 7 working days, or where a more detailed investigation is necessary, within 28 working days. If we cannot meet this timescale, we explain this to the person making the complaint and provide regular updates until the complaint is resolved.

Guidance Principles:

Anyone receiving a complaint should be courteous to the complainant, respond positively and offer constructive solutions. Complaints should be handled confidentially, fairly and promptly. No person will be disadvantaged for raising a concern or complaint in good faith.

We would not usually consider a complaint unless it has been raised within six months of the issue occurring. We may consider older complaints where there is a good reason for the delay or where safeguarding or significant welfare concerns are involved.

When making a complaint, complainants should be encouraged to say or write clearly and briefly about:

- what went wrong
- When and where it happened
- Who was involved
- What they are seeking from the complaint

The person recording the complaint should send an acknowledgement within 2 working days and state the target timescale for our response. Reasonable adjustments will be made to help children, young people and people with SEND or communication needs to make or understand a complaint.

If the complaint can be resolved immediately, record the outcome in the complaints log and inform the Managing Director or nominated senior manager.

All investigations, explanations, actions and proposed remedies should be recorded by the person taking the action, together with the outcome, and retained in the complaints record.

The complainant should be informed in writing of the final outcome within 2 working days of the resolution being agreed.

Safeguarding concerns: If a complaint includes information that indicates a child or adult may be at risk of harm, the Safeguarding Policy will be followed immediately. Safeguarding action will not be delayed while the complaints process is completed.

Procedure

All complaints received, in person, by telephone, by email or in writing, must be treated in the same manner, we will deal with complaints using the following process:

Stage 1: If you hope to resolve your complaint informally, please contact the Managing Director on 01983 246490 to discuss your concerns. Alternatively, concerns can be raised by email to lucy@sense-inclusion.org. We will listen to the concern, consider what has happened and aim to resolve the matter promptly, either verbally or in writing as preferred.

Stage 2: If the complaint has not been resolved informally, or you would prefer to make a formal complaint, please write to the Managing Director giving details of your complaint. Written complaints should be sent to: Sense Inclusion C.I.C., Robin Hill Country Park, Downend Road, Newport, Isle of Wight, PO30 2NU, or by email to lucy@sense-inclusion.org. We will acknowledge a formal complaint within 2 working days, confirm the timescale for investigation and provide a written outcome.

Where the complaint is about the Managing Director, it should be directed to another Director or the Board of Directors, who will ensure that it is considered by someone not directly involved in the matter.

Stage 3: If you remain dissatisfied after Stage 2, you may raise the matter with the relevant external body where appropriate. This may include the commissioning school or Local Authority, AQA for matters relating to qualifications or assessment, or the relevant professional or regulatory body for a practitioner. The appropriate escalation route will depend on the nature of the complaint and will be explained in the Stage 2 response.

Complaints will be monitored to identify themes, learning and any action required to improve the service. Where appropriate, information will be shared with commissioners or relevant external bodies. Sense Inclusion C.I.C. may seek independent or legal advice where necessary.

Responsibilities:

The person receiving the complaint is responsible for recording it immediately and passing it on for further action, as described in the procedure above.

Anyone who receives a complaint is responsible for recording it and passing it promptly to the appropriate person. The person appointed to manage the complaint is responsible for ensuring it is considered fairly and in line with this procedure.

The Managing Director has overall responsibility for ensuring complaints are handled appropriately and in a timely way, with oversight from the Board of Directors where required.