

ChattyMaths.co.uk Complaints Policy

1. Policy Statement

ChattyMaths.co.uk is committed to providing a high-quality service to children, parents, and carers. We value feedback and aim to address any complaints promptly, fairly, and transparently. This policy outlines our approach to managing and resolving complaints.

2. Purpose

The purpose of this policy is to:

- Ensure that complaints are handled efficiently and respectfully.
- Provide a clear process for raising and resolving concerns.
- Continuously improve our services based on feedback and complaints.

3. Scope

This policy applies to:

- Complaints raised by parents, carers, children, staff, or other stakeholders.
- Issues related to the workshops, staff conduct, facilities, or communication.

4. Principles

We are committed to:

- Treating all complaints seriously and with respect.
- Ensuring confidentiality and protecting the privacy of those involved.
- Resolving complaints as quickly as possible.
- Learning from complaints to improve our services.

5. How to Raise a Complaint

Informal Complaints

We encourage complaints to be resolved informally whenever possible. Concerns can be raised by:

1. Speaking directly to a member of staff or the workshop leader at the time of the issue.
2. Sending an email to info@chattymaths.co.uk – please enter 'Concern' into the subject of the email.

Most informal complaints can be resolved quickly through open communication.

Formal Complaints

If the issue is not resolved informally or the complainant prefers a formal process, they can:

1. Submit a written complaint via email to info@chattymaths.co.uk – please enter ‘Formal Complaint’ into the subject of the email.
2. Provide details of the complaint, including:
 - The nature of the complaint.
 - Relevant dates, times, and locations.
 - Names of individuals involved (if applicable).
 - Any supporting evidence or documentation.

6. Complaints Procedure

Stage 1: Acknowledgement

- Formal complaints will be acknowledged within **3 working days** of receipt.
- The acknowledgement will include the name of the person handling the complaint and an expected timeline for resolution.

Stage 2: Investigation

- The complaint will be investigated by an appropriate member of staff, such as a manager or designated officer.
- This may involve:
 - Speaking to the complainant for further details.
 - Reviewing relevant records, emails, or documentation.
 - Speaking to any staff or individuals involved.
- The investigation will be completed within **10 working days**, unless additional time is required, in which case the complainant will be informed.

Stage 3: Outcome

- A written response will be provided to the complainant, outlining:
 - The findings of the investigation.
 - Any actions taken or proposed to resolve the complaint.
 - Steps to prevent similar issues in the future (if applicable).

Stage 4: Appeal

- If the complainant is dissatisfied with the outcome, they can appeal in writing to info@chattymaths.co.uk within **10 working days** of receiving the response. Please enter ‘Appeal’ into the subject of the email.

- A senior staff member or independent reviewer will reassess the complaint and provide a final decision within **15 working days**.

7. Complaints by Children

- We encourage children to share their concerns with a trusted staff member or workshop leader.
- Complaints raised by children will be handled with sensitivity and in a manner appropriate to their age and understanding. Parents/carers will be informed.

8. Confidentiality

All complaints will be handled confidentially. Information will only be shared on a need-to-know basis with those involved in the investigation or resolution.

9. Monitoring and Improvement

- All complaints will be logged and reviewed to identify patterns or recurring issues.
- Lessons learned from complaints will inform our practices and procedures to improve service quality.