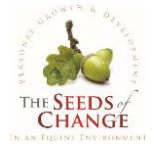


Customer Complaints Policy



1. Introduction, aims and Objectives:

Complaints are an important way for the Seeds of Change to be made accountable to the wider public, provides valuable prompts to review its performance as a whole, as well as insight into how its employees conduct themselves. It is the aim of The Seeds of Change UK Ltd, to meet and exceed our customer expectations and deliver coaching to the very highest standard.

This policy has been developed to protect the interests and reputation of the Seeds of Change, and applies to all employees.

The purpose of this policy is to enable customers to make complaints, enable its employees to effectively handle and resolve complaints, and to provide a process to collect, collate and retrospectively analyse complaint data to continuously improve operations.

2. Responsibilities:

Head of Centre and Head of Quality:

- establishing a system that manages complaints effectively and efficiently
- ensuring the complaints process is effectively administered
- conducting internal reviews where the Company has conducted an investigation
- maintaining accurate complaint records
- determining the response to complaints where escalated

Coaches:

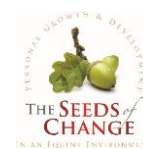
- handling complaints in accordance with the Seeds of Change Complaint Procedure
- maintaining accurate complaint records

3. Complaint Procedure:

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the us.

1. In the event that a service user or referring body would like to discuss issues concerning our coaching provision or make a complaint, these concerns should first be raised with the Coach on the programme.
2. It is important that the coach concentrates on what the individual is telling you. Make notes of the key facts of their concerns so that a complaint form can be completed.
3. Ask the individual what they expect as an outcome. Check that they are happy with the actions that you have committed to.

Customer Complaints Policy



4. Record the complaint on the complaint report form, including what preventative measures should be made to avoid the issue occurring again. Sending to the Head of Centre for sign off.

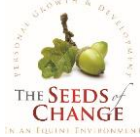
Retaining these forms allows the Seeds of Change to see patterns emerge over time. Numerous complaints about a particular process or service might indicate that changes need to be made. This data also allows us to see what actions were taken to resolve complaints in the past, and can help streamline them in the future.

5. If these concerns raised are not resolved or dealt with to the individual's satisfaction, then they can be directed to contact a Seeds of Change Manager by emailing enquiries@tsocequine.co.uk and outlining the details of their complaint.
6. The individual will receive an acknowledgement in writing that their complaint is being investigated – we aim to do this within 3 working days
7. A senior member of our team will investigate and contact you to discuss the matter further.
8. Our aim is to investigate any complaint fully and provide a reply within ten working days, setting out how the problem will be managed. If this is not possible, an interim response will be made informing of the action taken to date or being considered.

All attempts will be made to resolve any issues quickly and with high satisfaction.

Reviewer	<i>Claire Turner</i>	Reviewer role	<i>Head of Education and Quality</i>
Review date	<i>May 2023</i>	Approved by	<i>SLT</i>
Approval date	<i>February 2023</i>	Next review	<i>May 2025</i>

Customer Complaints Policy



Complaint Form

Date:

Name of Person completing the form	
Name of person making the Complaint:	
Detail of the complaint:	
Preventative measures:	