



## **Customer Complaints Policy**

**Effective from: September 2025**

**Review Due: September 2026**

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### **1. Introduction, Aims and Objectives**

The Seeds of Change KMD Ltd (TSoC) is committed to providing services of the highest quality and to meeting — and where possible exceeding — the expectations of our customers, learners, referring bodies and partners.

We recognise that, on occasion, individuals may feel dissatisfied with an aspect of our service. Complaints provide an important opportunity for reflection, accountability, and continuous improvement.

This policy sets out how we will handle complaints fairly, consistently, and in accordance with relevant UK legislation.

#### **Our objectives are to:**

- Enable customers and service users to raise complaints easily and confidently.
- Ensure all complaints are handled promptly, respectfully, and without prejudice.
- Provide a clear and fair procedure for investigating and resolving complaints.
- Record, analyse, and learn from complaints to improve service delivery.

#### **Legal and Policy Framework**

This policy is aligned with UK laws and guidance, including:

- Consumer Rights Act 2015 – ensuring services are provided with reasonable care and skill.
- Data Protection Act 2018 (UK GDPR) – safeguarding personal data and confidentiality.
- Equality Act 2010 – ensuring fair and non-discriminatory treatment for all individuals.

It applies to all employees, contractors, and volunteers representing The Seeds of Change **KMD Ltd**.

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### **2. Responsibilities**

## **Head of Centre**

The Head of Centre is responsible for:

- Establishing and maintaining an effective complaints management system.
- Ensuring the complaints process is administered efficiently and transparently.
- Conducting internal reviews following investigations.
- Maintaining accurate and confidential records of all complaints and outcomes.
- Determining the final organisational response where complaints are escalated.

## **Coaches and Staff**

Coaches and staff must:

- Handle all complaints in accordance with this policy and the associated Complaint Procedure.
  - Listen to concerns with empathy and professionalism.
  - Accurately record complaint details and forward them to the Head of Centre.
  - Participate constructively in investigations or reviews as required.
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## **3. Complaint Procedure**

To ensure our services remain at a consistently high and improving standard, The Seeds of Change has established a clear and transparent complaints process.

### **Stage 1 – Informal Resolution**

1. Initial Discussion
  - If a service user, parent/carer, or referring body wishes to raise a concern about any aspect of our service, this should first be discussed with the Coach leading the programme or session.
  - The coach should listen carefully, take notes, and remain calm and impartial.
2. Clarifying Expectations
  - The coach should ask the individual what they consider to be a satisfactory resolution and confirm any agreed next steps.
3. Recording the Complaint
  - The coach must complete a Complaint Report Form, detailing the issue, actions taken, and any preventative measures to avoid recurrence.
  - The form should be submitted to the Head of Centre for review and sign-off.


Recording complaints enables TSoC to identify trends, assess areas for improvement, and ensure accountability across all services.

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## Stage 2 – Formal Complaint

### 4. Escalation

- If the complainant is dissatisfied with the initial resolution, they may escalate the complaint by contacting a TSoC manager via email:

 enquiries@tsocequine.co.uk

The complainant should include their name, contact details, details of the complaint, and any supporting documentation.

### 5. Acknowledgement

- The complainant will receive written confirmation that their complaint has been received and is being investigated — normally within three (3) working days.

### 6. Investigation

- A senior manager (not directly involved in the issue) will investigate the complaint.
- They may contact the complainant to discuss the matter further and gather additional information.

### 7. Outcome

- A full written response will normally be provided within ten (10) working days of acknowledgement.
- If this is not possible due to the complexity of the case, an interim response will be issued, explaining the progress made and when a final response can be expected.

TSoC will always aim to resolve issues quickly, fairly, and with the complainant's satisfaction in mind.

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## Stage 3 – Final Review

If the complainant remains dissatisfied after the formal investigation, they may request a final review by the Head of Centre or Director.

The review will consider:

- Whether the complaint was handled appropriately and in accordance with policy.
- Whether the findings and outcomes were fair, reasonable, and proportionate.
- Whether further action is required to resolve the issue or prevent recurrence.

The outcome of this review will constitute the organisation's final decision.

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## 4. Confidentiality and Data Protection

- All complaints will be handled with the strictest confidentiality.
- Information will be shared only with those directly involved in investigating or resolving the issue.
- Personal data will be processed in accordance with the Data Protection Act 2018 and UK GDPR.
- Complaint records will be securely stored and retained for the period specified in TSoC's data retention policy.

## 5. Monitoring, Learning and Continuous Improvement

- The Head of Centre maintains a Complaints Register, documenting all complaints, actions taken, and outcomes.
- Complaint data is reviewed regularly by the Senior Leadership Team (SLT) to identify patterns and areas for improvement.
- Lessons learned from complaints inform future staff training, operational procedures, and service quality improvements.

## 6. Equality and Accessibility

The Seeds of Change is committed to ensuring that this policy and procedure are accessible to all.

We will make reasonable adjustments, in line with the Equality Act 2010, to support individuals with disabilities, communication needs, or other protected characteristics in making or pursuing a complaint.

## Appendix A – Complaint Report Form

Name of person completing form	
Name of complainant	
Details of complaint	
Actions taken / resolution offered:	
Preventative measures to avoid recurrence:	
Signed (Coach)	
Signed (Head of Centre)	
Date completed	

**Document Owner:** Head of Centre – Rebecca Perrin

**Next Review Due:** September 2026

**Approved by:** Senior Leadership Team