



## **Develop My Child Ltd**

### **Complaint Procedure**

Develop My Child Ltd take any complaint seriously and will endeavour to investigate all complaints thoroughly and in a timely manner. On receipt of a complaint an independent member of staff will be allocated.

They need to:

Acknowledge the complaint within 1 week:

- Book in a Teams meeting to discuss the complaint once investigations have taken place
- Give a timescale of when they think they will then be able to formally respond to the complaint.
- Email all members of staff or associates or any other people that may need to provide evidence.
- Gather evidence including looking at on-line records.
- Prepare a letter summarising:
  - What you think the parent/carer or client's complaint is
  - What you think their desired outcome would be
  - What you have done to investigate the complaint
  - Complaint, evidence, finding
  - Repeat desired outcome
  - Actions required to achieve the outcome

Hold Teams meeting with the parent/carer or client:

- Explain what has been done and findings
- Decide if complaint has been addressed

If yes, then send letter.

If not, conduct further investigation and repeat.