



# Complaints Policy

Cognition Creative Learning CIC

---





# Complaints Policy

## Policy statement

At Cognition Creative Learning we aim to work in partnership with parents to deliver high quality teaching for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on request. Records of all complaints are kept for at least three years.

The Directors are responsible for dealing with complaints. If the complaint is about one of the Directors then another Director will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaint log** will be completed. Any complaints made will be dealt with in the following manner.

## Stage One

Complaints about Cognition Creative Learning lessons:

- A Director will discuss the matter informally with the parent/carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member

- The parent should discuss the matter informally with a Director, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

## Stage Two

If it is possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Directors. The Directors will:



- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to Cognition Creative Learning’s practices or policies as a result of the complaint.
- Meet relevant parties to discuss Cognition Creative Learning’s response to the complaint, either together or on an individual basis.

If child protection issues are made the Directors will refer the situation to Cognition Creative Learning’s Designated Safeguarding Person (Sophie Calienda), who will then contact Children’s Services and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the Directors will contact the police.

## Related Policies

### Safeguarding Policy

This policy was adopted by	Cognition Creative Learning	(name of provider)
On	25th July 2020	(date)
Date to be reviewed	July 2021	(date)
Signed on behalf of the provider	Sophie Calienda	
Name of signatory	Sophie Calienda	
Role of signatory (e.g. chair, director or owner)	Director	