

## All8 Sensory Support Complaints Procedure



Our Complaints Procedure is available for learners, learners' relatives and commissioners.

In cases of complaint, an attempt should first be made to resolve the matter informally with the Manager/Proprietor of All8 Sensory Support. If agreement cannot be reached, the complaint should be made in writing to the Manager/Proprietor.

The complaint will be acknowledged, the details will be logged, and the matter will be investigated by the Manager/Proprietor.

The Manager/Proprietor will reply to the complaint as quickly as possible, and normally within 14 working days. If the complainant remains dissatisfied, they will be invited to attend a meeting to discuss the matter further.

This meeting will consist of the complainant, the complainant's advocate if required, and the Manager/Proprietor. The Manager/Proprietor will review the complaint, consider any new information provided, and make a final decision.

Following the review, the Manager/Proprietor may:

- Uphold the complaint or appeal.
- Dismiss the complaint or appeal and uphold the original decision.
- Make recommendations for future practice.

The result of the investigation will be sent to the complainant. If no response is received within five working days, it will be assumed that the member is now satisfied.

The decision of the Manager/Proprietor will be final.

A summary of complaints and appeals will be reviewed annually by the Manager/Proprietor in order to improve services.

Proprietor's signature: Alison Alderton

Adopted on: 01/09/2025

Last reviewed on: 01/09/2026

Next review: 01/09/2027