



# Complaints and Compliments Policy

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## Introduction

It is the policy of **FUTURE ROOTS**, registered at Rylands Farm, Boyshill Drove, Holnest, Sherborne DT9 5PS, to consider all client feedback – complaints, compliments, comments, or suggestions – very seriously and where the need for change is indicated, will act promptly on what it has learned. We will always try to resolve complaints informally, but where this is unsuccessful or unacceptable, a formal procedure will be invoked.

## Complaints

A complaint is an expression of dissatisfaction with the standard of service, action or lack of action by Future Roots or our staff affecting an individual client or group of clients.

### *Informal Procedure*

It is often possible to resolve a complaint informally and we would encourage a client to speak to their mentor in the first instance. The complaint may be resolved quickly by way of an apology or an explanation.

However, if you do not want to speak to your mentor for whatever reason, or you do not receive an acceptable resolution, then you should contact the Director either in person or in writing.

If the Director's attempts to resolve the matter informally do not succeed, or if you do not want to pursue the informal approach, then you can follow the formal procedure.

### *Formal Procedure*

Where an informal complaint has not reached a satisfactory conclusion, then a formal complaint should be made in writing to the Director. The Director will acknowledge receipt of the complaint within five working days, unless circumstances make this impossible, in which case they will respond at the first opportunity. Their response may ask for further information if necessary.

In the meantime the Director will investigate the complaint, which will usually involve a confidential discussion with the staff member involved.

You will receive a full response within 28 days of receipt of your original letter, or, if further information was required, from receipt of that information. This response will detail the investigation, whether the complaint has been upheld, and the redress (if appropriate) offered to you, e.g. an apology, additional support, or signposting.

Where a formal procedure has not reached a satisfactory conclusion, then you can request an appeal within seven working days of receiving the response. Your appeal should outline the reasons for dissatisfaction and be addressed to the Director.

The Director will convene an Appeals Panel at the first opportunity consisting of the Director and other members of the Future Roots' board who have had no prior involvement in the case. You will be given the opportunity to address the panel in person, in writing, or both. The chair of the panel

will report the decision within 14 working days. Where issues remain unresolved a representative of the referring agency (i.e. Dorset County Council etc.) will join the Appeals Panel to assist them in finding a resolution.

If you remain unhappy with the outcome, you can complain to Ofsted using their online service, which is located at: <https://contact.ofsted.gov.uk/onlinecomplaints>. Alternatively, Ofsted can be contacted on 0300 1234 234. Our registration number is 06718373.

*Please note that in instances relating to safeguarding – for instance allegations against staff – you should refer to Future Roots’ safeguarding policy.*

### **Compliments**

A compliment is an expression of satisfaction with the standard of service or action by Future Roots and our staff affecting an individual client or group of clients.

If you wish to let us know that you are pleased with our services, or would like to suggest ways in which we could improve, then please contact us below.

Future Roots, Rylands Farm, Boyshill Drove, Holnest, Sherborne, DORSET DT9 5PS, Tel. 01963 210703, Email. [info@futereroots.net](mailto:info@futereroots.net)

Signed  ..

Name: Julie Plumley

Date: 03/07/2019

This policy will be reviewed annually, or as and when there are any changes in the law, procedures or processes within the organisation.