

CONCERNS & COMPLAINTS

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GROVE Neurodivergent Mentoring & Education LTD.

Company Number: 14550180.

Registered Address: 86-90 Paul Street, London, England, EC2A 4NE.

Registered in England & Wales.

RECORD OF UPDATES:

DATE:	BY WHOM:	DETAILS:

GROVE Neurodivergent Mentoring & Education (hereafter “GROVE”) is committed to providing services at the highest standard, in a safe and happy environment. Everything we do is guided by our values:

NEURO-AFFIRMING

CONNECTION

COMMUNITY

GROWTH

This policy applies to all staff (employed, contractors, consultants, volunteers and other personnel that is associated with GROVE – together “**Staff**”), as well as any third parties who enter into business or voluntary relationships with GROVE.

CONCERNS & COMPLAINTS PROCEDURE:

The difference between a concern & a complaint:

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

It is in everyone’s interest that concerns & complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. GROVE takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

CONCERNS:

1. Discuss your concern with your child’s mentor or session facilitator by email or telephone;
2. If this is not possible or a resolution is not satisfactory then contact GROVE’s business owner/CEO Jess Garner on jess@grOve.org

Similarly, if the member of staff directly involved feels unable to deal with a concern, they will refer you to the CEO.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, GROVE will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

COMPLAINTS:

A complaint should be made in writing to the CEO Jess Garner on complaints@grOve.org

Time scales:

You must raise the complaint within one month of the incident or, where a series of associated incidents have occurred, within one month of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Resolving complaints:

At each stage in the procedure, GROVE wants to resolve the complaint.

The CEO will record the date the complaint is received & will acknowledge receipt of the complaint in writing by email within three working days.

Within this response, the CEO will seek to clarify the nature of the complaint, ask what remains unresolved & what outcome the complainant would like to see. A telephone or Zoom conversation will be offered.

During the investigation, the CEO will:

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings/interviews in relation to their investigation

At the conclusion of their investigation, the CEO will provide a formal written response within 10 working days of the date of receipt of the complaint. A telephone or Zoom conversation will also be offered.

If the CEO is unable to meet this deadline, they will provide the complainant with an update & revised response date.

The formal written response will detail any actions taken to investigate the complaint & provide a full explanation of the decision made & the reason(s) for it. Where appropriate, it will include details of actions GROVE will take to resolve the complaint.

The CEO will consider the complaint & all the evidence presented. The CEO can:

- Uphold the complaint in whole or in part
- Dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the CEO will:

- Decide on the appropriate action to be taken to resolve the complaint
- Where appropriate, recommend changes to GROVE's systems or procedures to prevent similar issues in the future

If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that we will try to ensure the event complained of will not recur
- An explanation of the steps that have been or will be taken to help ensure that it will not happen again & an indication of the timescales within which any changes will be made
- An undertaking to review GROVE policies in light of the complaint
- An apology
- A refund

Withdrawal of a Complaint:

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Next Steps if Unresolved:

If you feel that GROVE did not handle your complaint in accordance with the published complaints procedure or we acted unlawfully or unreasonably you may consider escalating through:

- Complain about a limited company - GOV.UK (www.gov.uk)
- Reporting to Trading Standards - Citizens Advice