HERD THYME LTD
Complaints Procedure

Introduction
It is the policy of Herd Thyme to consider all feedback – complaints, compliments, comments, or suggestions seriously. Where the need for change is indicated, we will act promptly on what has been learned. We will always try to resolve complaints swiftly and informally, but where this is unsuccessful or unacceptable to a complainant, a formal procedure will be invoked.

We value positive feedback and welcome all comments and compliments about our services and keep a record of these for evaluation and QA purposes.

Complaints
A complaint is defined as an expression of dissatisfaction with the standard of service, action or lack of action by Herd Thyme or representative(s) affecting an individual client or group of clients. A client is defined as a direct recipient of a service, a child or young person, or those who hold parental responsibility for the child/young person.

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 Kara, the Director, either in person or in writing.

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

In the event the complaint is about Kara, the Director, the complaint can be made to Sam Wallace and the above procedure would be followed.

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 (or their delegate) 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.

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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 Herd Thyme Ltd 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. Wiltshire County Council or other LA etc.) will join the Appeals Panel to assist them in finding a resolution.

Should the complaint be against the Director then the School which set up the AP can be contacted and their own Complaints Procedure can be followed.

In the event the student is not enrolled then a complaint can be made to the Local Authority and then their Complaints Procedure will then be followed.

Please note that in instances relating to safeguarding – for instance allegations against staff – you should refer to Herd Thyme's safeguarding policy Notification and report to the Local Authority or Referral School.

Compliments & evaluation

A compliment is an expression of satisfaction with the standard of service or action by Herd Thyme and our staff affecting an individual client or group of clients. We use feedback about our services to improve delivery and in order to respond to the views of young people.

We use parent/carer, referring agency and young people's survey material to regularly evaluate our services. These termly and annual surveys form part of our overarching Quality Assurance processes.

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.

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APPENDIX 1

Confirmation of Compliance – Herd Thyme Complaints Procedure Policy

I hereby confirm that I have read, understood and agree to comply with the above policy.

Name ……..

Position Held …….

Signed ……..

Date ……

Once completed, signed and dated, please return this form to the Proprietor for holding on file.

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