



## Complaints Policy

Tree of Life Educational and Therapeutic Input Ltd.

Review Date 11/09/2025

### Introduction

The Complaints Procedure exists to ensure that the concerns of parents, carers, and others are listened to, investigated, and, wherever possible, resolved. It provides a clear, fair, and transparent process for handling concerns that cannot be settled through informal discussion.

This procedure applies to any complaint about the provision's services to children and families, or about the conduct of a staff member. It does not apply to employment matters raised by employees, which are dealt with under separate HR procedures.

At [Tree of Life Educational and Therapeutic Input Ltd](#), we value open communication and strong partnerships with families. Complaints are taken seriously and dealt with as quickly and fairly as possible, with the aim of reaching a positive resolution for all.

### Making Your Concerns Known

If you are concerned about any aspect of the provision, particularly in relation to your child, please raise the matter with us. We cannot address a problem if we are unaware of it.

Complaints will always be considered carefully and responded to promptly. Our procedure outlines the stages of the process and what you can expect at each stage.

### Stage 1 – Informal Resolution

- - Your complaint or concern should be raised with the Leads at [Tree of Life Educational and Therapeutic Input Ltd](#).
- - Many concerns can be resolved quickly through open discussion.
- - If you are unable to meet in person, you may submit your concern in writing, or an online meeting can be arranged.

- - It is anticipated that most issues will be resolved at this stage without the need for formal procedures.
- - If the issue remains unresolved, you should refer your concerns in writing to the Co-Heads (currently: Laura Frain and Catherine Widdrington).

### **Stage 2 – Meeting with the Co-Heads**

- - The Co-Heads will meet with you to discuss your complaint and attempt to resolve the matter.
- - You may bring a friend or supporter with you.
- - If necessary, the Co-Heads will investigate further and provide a written response within 14 working days of the meeting.
- - If the matter is complex, you will be notified and updated on progress.
- - If you remain dissatisfied, you may move to Stage 3.

### **Stage 3 – Complaints Panel**

- - If you feel your concerns have not been adequately resolved, you may request a formal hearing with the Complaints Panel.
- - The Panel will include 3 people who have not previously been involved in the complaint, and at least 2 members with no direct connection to [Tree of Life Educational and Therapeutic Input Ltd](#).
- - The Panel will consider written evidence from you and from the provision.
- - The Panel will meet within 15 working days of receiving your request.
- - The Chair will provide a written summary of findings and recommendations within 5 working days of the hearing (unless the matter is complex, in which case you will be kept updated).
- - If the complaint relates to a member of staff, they will also receive a copy of the complaint and outcome.
- - Records of all complaints are kept securely at the provision, including:
  - - Whether they were resolved and at what stage.
  - - Any actions taken as a result.
  - - Correspondence and records relating to complaints are confidential but may be shared with inspectors if required by law.

### **Further Appeal**

The decision of the Complaints Panel marks the final stage of this procedure.

If you remain dissatisfied, you may raise your concern with Rochdale Council or another relevant external body. You should seek advice from them about whether your complaint falls within their remit.

### **Vexatious, Serial or Unreasonable Complaints**

While we are committed to listening to and addressing concerns, there are rare occasions where the process may be misused (e.g., by raising frivolous issues, repeatedly reopening resolved matters, or failing to engage constructively).

In such circumstances, the Co-Heads may refer the matter to the Complaints Panel, who will decide whether:

- - The complainant should be restricted or excluded from the complaints process, or
- - Future complaints from that individual should only be considered under specific conditions.

### **Final Note**

Tree of Life Educational and Therapeutic Input Ltd views complaints as an important part of maintaining trust and accountability. Each concern raised helps us to improve the support we provide for pupils with SEMH and associated needs, ensuring the best possible outcomes for children, families, and staff.