



LinkAble welcomes all feedback as an opportunity to improve what we do. We also recognise that occasionally people may wish to raise a concern or complaint. We are committed to resolving all issues as quickly as possible and to learning from any issues raised.

We want our Complaints and Concerns Policy to be as easy to use as possible, for this reason, this policy refers to the person raising a concern or complaint as 'you'.

1. Raising a concern or making an informal complaint

We take all concerns seriously and will always seek to resolve them at the earliest possible stage. If you have any concerns about our services, please tell a member of staff or manager as soon as possible, so they can quickly understand your concerns and try to put things right.

If you are not happy with the response to your concern or feel that the issue needs to be raised formally, you can make a formal complaint

2. How to make a formal complaint

If you would like to make a complaint, please:

- Email our Chief Executive sue.stockman@linkable.org.uk
- Write to the Chief Executive, LinkAble, The Link, 2 Board School Road, Woking GU21 5HE
- If you don't feel able to email or write, speak to a trusted member of staff and tell them that you want to make a formal complaint

Please let us know the detail of what happened and the time, date and location. If you have a suggestion about how we can best to resolve the issue in your complaint, please let us know. We want to reach the best possible outcome, and we value your ideas about how we can achieve this.

When writing to or emailing us, please make sure you include your name, address, and contact telephone number so we can get in touch with you to find out more and to let you know how we will respond to your complaint.

You may make a complaint anonymously, but you should be aware that it may make it harder for us to properly investigate the issue and we will not be able to report back to you.

3. What we will do in response to your complaint

We will acknowledge your complaint in writing within 3 working days of receiving the complaint.

We will investigate your complaint and may meet with you as part of our investigation.

We will send a formal response to your complaint within 10 working days, letting you know the outcome of your complaint and any actions we will take (for example reviewing our policies or staff training). If we need longer to properly investigate your concerns, we will keep you updated about when you can expect to hear back from us.

In some circumstances we may need to inform Ofsted (if your complaint is to do with our children and young people's services) or other agencies about your complaint and its outcome.

4. What happens if you aren't happy with the outcome of your complaint

If you are dissatisfied with the outcome of your complaint, then you can appeal by email or in writing to LinkAble's Chair of Trustees, Colin Evans colin.evans@linkable.org.uk within ten working days.

The Chair will review your complaint, the investigation, and outcomes within ten working days. They will contact you in writing to let you know the outcome of their review. This might be that they uphold the previous response to your complaint, or they may make changes to the actions LinkAble will take.

5. Monitoring and learning from complaints

Complaints are an important tool in helping us to understand the views and experiences of people who use our services and other issues to do with how LinkAble works.

COMPLAINTS AND CONCERNS POLICY

All complaints are recorded in LinkAble’s Complaints Register. The Complaints Register will include details of the internal investigation and any action to be taken as a result of the investigation findings. A summary will be available to parents / carers and Ofsted within 28 days of the date on which the complaint was made. Records of complaints will be kept for 10 years.

All complaints are reviewed by the relevant committee of our Board and any resulting actions are recorded in the minutes. All complaints are also reviewed annually by the Chief Executive to identify any patterns and document any action. The Record of Complaints is available to Ofsted and people using our service on request.

6. Data protection

To process your complaint, LinkAble will hold personal data about you and your complaint which you provide and information which other people give in response to the complaint. We will hold this data securely and only use your personal information to address the complaint. The identity of the person making the complaint will only be known by those who need to consider the complaint. However, you should be aware that it may not be possible to maintain confidentiality, for example if legislation that requires us to disclose information applies.

We will destroy complaints records after 6 years.

This policy does not form part of your contract of employment and can be amended or withdrawn at any time.

Approval and review process
This policy has been approved by People Committee and approved by the Board of Trustees on the 1 December 2024
This policy should be reviewed on a 3 yearly basis
This policy is due for review on 1 December 2027
The person responsible for ensuring this policy is appropriately reviewed and updated is the CEO:
Please be aware that if you are reading this policy after the date of review, you may not be reading the most up-to-date version.