

## Complaints Policy and Procedure

January 2024

Date approved: January 2024  
Approved by: Head of Centre  
Frequency of review: Biennially  
Next review due: January 2026

### Complaints Procedure

At Impact North West Ltd (Impact), we pride ourselves on multi agency collaboration and effective inter agency working in order for our learners to benefit from our alternative education programme. It is vital that you refer to our other policies highlighted on our website which may also outline the relevant complaints process depending on the nature of the complaint. For example, there is a separate complaints policy relating to safeguarding concerns.

However, if for any reason you are unhappy with the services delivered, then the following staged process will be adhered to when dealing with complaints:

#### **Stage 1 – Informal Complaint**

Your concern should be verbalised to a member of the Impact North West management team.

At this point, the Centre Manager will aim to address your concern and feedback on the outcome of the complaint. This may be in consultation with the Head of Centre depending on nature of the complaint.

#### **Stage 2 – Written Complaint**

If you are still unhappy with the response/outcome of the complaint, then a formal written complaint is requested to be directed to the Head of Centre. All complaints will be acknowledged within 48 hours. If necessary, an investigation will be directed by the Head of Centre and will respond to you in writing with the outcome of the investigation.

#### **Stage 3 – Formal Directors Complaint**

If you are still unhappy with the outcome of the complaint, then your complaint will be passed directly to the Board of Directors for review and they will deal with the complaint. They will aim to respond to you within a further 48 hours of notification of complaint at stage 3 and will respond in writing.

#### Birkenhead

Unit 2 & 3, Bridge Court, 110 Canning  
Street, Birkenhead, CH41 1EW

#### Ellesmere Port

Theilwall Road, Great Sutton,  
Ellesmere Port, CH66 3JU

#### Winsford

Astbury House, Bradford  
Road, Winsford, Cheshire,  
CW7 2PA

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