

# May Blossom Farm CIC

## Alternative Provision

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# Comments Compliments and Complaints Policy

<b>Approved by:</b>	May Blossom Farm CIC Board
<b>Last reviewed on:</b>	23/09/2025
<b>Next review due by:</b>	31/08/2026
<b>Head of Alternative Provision</b>	Gill Press
<b>Deputy Head of Alternative Provision</b>	Hannah Priest
<b>Designated Safeguarding Lead (DSL)</b>	Gill Press
<b>Deputy DSL (DDSL)</b>	Hannah Priest
<b>Designated Safeguarding Trustee</b>	Russel Breyer

This policy was ratified in September 2025 and will be reviewed in August 2026

## **Policy Statement**

May Blossom Farm CIC (MBF CIC) values feedback from all stakeholders and recognises the importance of listening to comments, compliments and complaints. We are committed to openness, accountability and continuous improvement, ensuring that every voice is heard.

This policy operates alongside MBF CIC's Safeguarding and Child Protection Policy, ensuring that the welfare and best interests of the child are central to all decision-making. Any feedback that raises safeguarding concerns will always be referred immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL (DDSL).

## **Purpose**

The purpose of this policy is to:

- Provide clear and transparent processes for handling comments, compliments and complaints.
- Encourage feedback that supports learning, development and improvement.
- Ensure complaints are handled fairly, consistently, promptly, and without discrimination.
- Recognise and celebrate good practice through compliments.
- Promote accountability and safeguarding across MBF CIC.

## **Scope**

This policy applies to all learners, parents/carers, staff, trustees, volunteers, contractors and stakeholders.

It covers feedback related to:

- Educational provision and outcomes
- Safeguarding and wellbeing
- Staff conduct and professionalism
- Health, safety and premises
- General experiences of MBF CIC

## **Principles**

- All feedback will be treated with respect and used constructively.
- The welfare of children will remain paramount in all responses to feedback.
- Positive feedback and compliments will be shared with staff to recognise and reinforce good practice.

- Concerns and complaints will be addressed without bias, discrimination, or victimisation.
- Confidentiality will be maintained, with information shared only on a 'need to know' basis in line with GDPR and safeguarding requirements.
- Feedback will be used to promote learning, improvement, and service development.

### **Giving Comments and Compliments**

- Comments – Suggestions for improvement are welcomed at any time and may be given verbally, in writing, or through surveys and feedback sessions.
- Compliments – Positive feedback is encouraged and will be shared with the staff member(s) concerned and the leadership team. Compliments will also be recorded so that patterns of good practice can be recognised and celebrated.

### **Complaints Procedure**

#### Step 1: Informal Resolution

- Concerns should be raised informally with the relevant staff member (tutor, support staff, DSL, or designated complaints officer). Many issues can be resolved quickly at this stage.

#### Step 2: Formal Complaint

- If unresolved, a formal written complaint should be submitted, including complainant's details, a clear description, relevant dates/incidents, and desired resolution.

#### Step 3: Acknowledgment

- Formal complaints will be acknowledged within five working days, with information about next steps.

#### Step 4: Investigation

- Investigated by an appropriate staff member not directly involved in the matter. May include gathering evidence, speaking with the complainant and witnesses, and reviewing documentation.

#### Step 5: Outcome

- Written response detailing findings and actions will be provided within 20 working days of acknowledgment.

#### Step 6: Escalation

- If dissatisfied, the complainant may escalate to the Board of Directors or, if appropriate, to an external agency. Guidance on escalation will be included in the written outcome.

## **Confidentiality**

All feedback will be handled with confidentiality and sensitivity. Information will only be shared with individuals directly involved in addressing the matter, in line with GDPR, MBF's Confidentiality Policy, and safeguarding requirements. Where complaints raise safeguarding issues, these will be referred to statutory agencies as required.

## **Responsibilities**

### Board of Directors

- Ensure this policy is implemented and monitored effectively.
- Receive anonymised annual reports on comments, compliments, complaints, and outcomes.

### Leadership Team

- Ensure staff are trained in feedback and complaints handling.
- Share and celebrate positive feedback with staff teams.
- Monitor patterns of complaints and lessons learned.

### Staff

- Respond promptly and respectfully to feedback.
- Escalate complaints appropriately in line with this policy.
- Share compliments with colleagues and leadership.

### Students and Parents/Carers

- Provide feedback constructively and respectfully.
- Raise concerns promptly and engage with agreed resolutions.

## **Monitoring and Review**

This policy will be monitored and reviewed annually alongside MBF CIC's Safeguarding and Child Protection Policy.

Anonymised data on comments, compliments, complaints, and outcomes will be reported to the Board of Directors to ensure accountability and continuous improvement.

## **Related Policies**

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Anti-Bullying Policy

- Equality and Diversity Policy
- Whistleblowing Policy
- Staff Code of Conduct
- Behaviour (Relationships) Policy

### **Publication**

This policy is:

- Published on the MBF CIC website.
- Available in hard copy and alternative formats on request.
- Shared with all staff, trustees, volunteers, students, parents/carers and referring schools as part of induction and ongoing communication.