

Lapwing

Making a Complaint

Lapwing aims to provide the best service we can but we recognise that sometimes things can go wrong. When this happens we want to hear about it so that we can explain the situation and act swiftly in putting things right or make improvements to our services.

We recognise that everyone has the right to complain and see complaints as a way to learn valuable lessons and help to get things right first time. It may be that we need to change our policies or ways of working or we may need to become more efficient. By telling us when there is a problem you can help us make improvements for the benefit of all Lapwing students, parents/carers and employees.

Our complaints procedure set out below is designed to make sure that:

- it is user-friendly
- we deal with your complaint quickly and fairly
- we keep you informed about the progress of your complaint

Stage 1 – Talk

When you have a complaint, begin by discussing it with a member of the management team of Lapwing. We will investigate your complaint and write to you within 10 working days.

Stage 2 – Write

If you are still unhappy, please write to the CEO who will acknowledge receipt of your letter within 3 working days. If possible, you will be sent a full response within 10 working days, explaining what action is being taken to resolve the complaint.

If your complaint is likely to take longer to investigate, the CEO will write to you within 10 working days giving you an indication as to when you may expect to receive a full response.

Stage 3 – Letter of Appeal

If you are still unhappy having followed the above 2 stages you may write a letter of appeal to the Chair of the Board of Trustees. It is important that you make the appeal in writing, rather than verbally, as your letter is then a formal record both for your benefit and ours. We will acknowledge receipt of your letter within 3 working days and, if possible, provide a full response within 10 working days. If this is not possible we will write and let you know when you might expect to receive this.

Stage 4 – Appeal Panel

If you feel the problem still has not been resolved you can contact us for a final stage appeal. Your appeal will be heard by a panel of two trustees. We will write to you 10 days before they are due to meet. You are welcome to come to the meeting and bring a friend or non-legal representative with you if you wish, however you do not have to attend. The Chair of the panel will write to you within 10 days of the panel meeting to explain the decisions and what to do if you are still dissatisfied.

Author:	Kate Miller / Will Fletcher
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