
Complaints Policy — Public Version

1. Purpose

Second Chances Intervention CIC (SCI) is committed to delivering high-quality, safe and professional services. We value feedback and take all concerns seriously. This policy explains how individuals, families, schools and commissioning bodies can raise a concern or complaint and how SCI will respond.

2. Our Commitment

SCI ensures that all complaints are:

- Treated with respect and taken seriously
- Acknowledged promptly
- Investigated fairly and without bias
- Responded to within reasonable timeframes
- Used to improve our practice and services

We aim to resolve concerns informally wherever possible, but we recognise that some situations require a formal response.

3. Who Can Make a Complaint

Complaints may be made by:

- Children or young people receiving support
- Parents, carers or family members
- Schools, PRUs, APs and academy trusts
- Local authorities or commissioning bodies
- Professionals involved in multi-agency work

4. How to Raise a Concern

Concerns can be raised in the following ways:

 **Email:** allison@scintervention.co.uk

 **Post:** Second Chances Intervention CIC, 27a Perring Avenue, Farnborough, Hampshire.
GU14 9DA

If the concern relates to safeguarding, it will be immediately passed to the Designated Safeguarding Lead (DSL) and managed under SCI's Safeguarding Policy.

5. Informal Resolution

Where appropriate, SCI will seek to resolve concerns informally through:

- Discussion with the practitioner involved
- Clarification of expectations
- Quick practical solutions
- A follow-up conversation to ensure the issue is resolved

6. Formal Complaints

If informal resolution is not appropriate or the complainant wishes to escalate the matter, SCI will:

1. Acknowledge the complaint within **5 working days**
2. Appoint a senior staff member to review the concern
3. Gather relevant information
4. Provide a written response within **20 working days**

If more time is required due to complexity, the complainant will be informed.

7. Outcomes

Possible outcomes include:

- An explanation
- An apology
- Actions to resolve the issue
- Changes to practice or procedure
- Staff training or supervision
- Referral to another agency where appropriate

8. If You Are Not Satisfied

If the complainant remains dissatisfied after SCI's formal response, they may request a review by the Director.

Commissioning bodies may also follow their own escalation routes.

9. Recording & Learning

SCI records all formal complaints securely and uses them to:

- Improve service quality
- Strengthen safeguarding practice
- Enhance communication with schools and families
- Identify training needs

10. Review

This policy is reviewed annually or sooner if required by legislation or commissioning partners.