



## Evergreen Education and Therapy Complaints and Grievance Policy 2024 - 2025

<b>Complaints and Grievance Policy Created by:</b>	<b>R Peacock Head of Therapeutic Services August 2023</b>
<b>Reviewed: Next Review:</b>	<b>September 2025 by Kirsty Moran August 2026</b>

Rebecca Peacock and Kirsty Moran – Directors of Evergreen Education and Therapy Ltd are committed to providing a high-quality therapeutic and education service to all their clients and pupils. When something goes wrong, it is important that you let Rebecca and Kirsty know as soon as possible. This will help to ensure high standards of care.

If you have a complaint, please contact Rebecca or Kirsty with the details. They will have eight weeks to consider your complaint. If they have not resolved your complaint to your satisfaction within this time you may complain to the Legal Ombudsman.

### Procedure

1. The Directors will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. They will then investigate your complaint. This will normally involve passing your complaint to an external supervisor and/or Accountability Partner, who will review your complaint and speak to the Directors.
3. You will be invited to a meeting with the Directors and/or and external supervisor' Accountability Partner to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, follow up notes will be sent to confirm what took place and any solutions that have been agreed.
5. If you do not want, or it is not possible, for you to attend a meeting the Accountability Partner/external supervisor will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should make contact again and the Directors will arrange for an appropriate alternative such as a solicitor or mediator to review the decision.
7. The Directors will write to you within 14 days of receiving your request for a review, confirming the final position on your complaint and explaining the reasons.



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If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on: 03005550333 or write to: Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ or email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **Business Address**

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