



Complaints Policy

This policy outlines the formal complaints procedure and is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

1. Policy Statement

Leading Educational and Neurodiversity Support (LENS) recognises the importance of complaints and welcomes them as valuable feedback. We are committed to using this information to improve our services.

A complaint may relate to delays, lack of response, discourtesy, failure to consult, or the standard of service provided.

2. Anonymous Complaints

Complaints will be treated confidentially. Anonymous complaints will be investigated where possible, although we may be unable to provide feedback without contact details.

3. Procedure

1. In the first instance, complaints should be discussed with the relevant team member within 48 hours.
2. If unresolved, the complaint should be referred to the Training Manager within 48 hours.
3. The Training Manager will notify the Director within 7 days.
4. The complaint will be investigated and discussed with relevant parties.
5. If unresolved, a meeting will be arranged within 30 days. This decision will be final.
6. All complaints will be recorded and treated as confidential.

Complaints relating to assessment or verification decisions will follow the Appeals Procedure.

Appendix 1 – Record of Complaint

Name of Individual:

Location:

Date:

Nature of Complaint:

Resolution Agreed:

Signed (Complainant):

Date:

Signed (Training Manager):

Date:

Appendix 2 – Referral of Complaint

Date of Referral:

Training Manager's Name:

Nature of Complaint:

Date Referred to Director:

Actions Agreed:

Signed (Training Manager):

Date:

Signed (Complainant):

Date:

Approved by: Joe Booker

Position: Director / Lead Practitioner

Organisation: Leading Educational and Neurodiversity Support

Date approved: 12.01.26

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