



## Complaints Procedure

It is in everyone's interests that complaints about our services are resolved at the earliest possible stage. Inventors & Makers takes complaints seriously and will make every effort to resolve matters as quickly as possible.

Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure outlined below.

If you have difficulty discussing a concern with a particular member of staff, we will refer you to Laura Cross, the company director, through the stages outlined within this complaints procedure.

### **Who can make a complaint?**

This Complaints Procedure is not limited to schools or parents/carers who have made a specific booking with or purchased a specific product from Inventors & Makers. Any person, including members of the public, may make a complaint about any provision of services that we provide.

### **Stage 1 – Informal Complaints**

It is hoped that most concerns can be expressed and resolved on an informal basis and so initial concerns should be raised with the Inventors & Makers teacher at the time of the issue or shortly thereafter. This can be done in-person, by telephone or by email.

The class teacher will discuss the informal complaint with the company director and conduct an appropriate investigation.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 10 school days of the date of receipt of the informal complaint.

If the issue remains unresolved, the next step is to make a formal complaint.

### **Stage 2 – Formal Complaints**

A formal complaint should be made in writing to the company director, Laura Cross, by emailing [laura@inventorsandmakers.com](mailto:laura@inventorsandmakers.com) and using Complaint as the email subject line.

Your complaint email must include:

- Your name and address
- A contact phone number
- Details of your complaint (including all names, locations, dates and times)
- Anything you have already done or anyone else you have already spoken to about the complaint
- Any actions you feel might resolve the problem at this stage

## Time scales

You must raise the complaint within three months of the matter complained of. We will consider complaints made outside of this time frame if exceptional circumstances apply.

## Resolving complaints

1. **Acknowledgement of Complaint:** The date your complaint is received will be recorded and you will receive an acknowledgement of your complaint in writing (either by letter or email) within 5 school days.
2. **Clarifications on Complaint:** Within 10 school days any questions about or clarifications of the complaint will be sought, including clarifications on the nature of the complaint, asking what remains unresolved and checking what outcome the complainant would like to see. A request may be made for this to be done over the phone or in a face to face meeting.
3. **Investigation:** Inventors & Makers will then investigate your complaint including:
  - If necessary, interviewing those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
  - Keeping a written record of any meetings/interviews in relation to the investigation.
4. **Formal Response & Decision:** At the conclusion of the investigation, and within 15 days of the date of acknowledgement of receipt of your complaint, you will be provided a formal written response. If for any reason it will not be possible to meet this deadline, you will be provided with an update and revised response date. The response will:
  - Detail any actions taken to investigate the complaint
  - Provide a full explanation of the decision made and the reason(s) for it.

- Where appropriate, include details of actions Inventors & Makers will take or has already taken to resolve the complaint.
- Include information of how to escalate the complaint should you remain dissatisfied.

## Possible decisions following a complaint

If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following decisions:

- An explanation
- An admission that the situation could have been handled differently or better or that the services could have been provided in a better manner
- An assurance that we will try to ensure the event complained of will not recur or that the standards of service will improve
- An explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- An undertaking to review company policies in light of the complaint
- An apology.

## Withdrawal of a complaint

If as a complainant you wish to withdraw your complaint, we will ask you to confirm this in writing by email to [laura@inventorsandmakers.com](mailto:laura@inventorsandmakers.com).

This policy was reviewed by Inventors & Makers	Date: 11 April 2023 Reviewed: 7th April 2025
To be reviewed: April 2026	Signed: Susie McAuley