



Outreach Services

Complaints Policy & Procedure

Active Outreach Services aims to provide high quality services which meet the needs of our students and families on roll. We aim to provide a high standard of quality & education however if we are not getting it right, please let us know. In order to ensure our services, remain at a high and improving standard, we have a procedure which you can let us know please see below.

Procedure

If you are unhappy with an individual within the organisation or have a formal complaint sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to your child's tutor or mentor if this is still not appropriate then please use the complaint form below and send to our Admin Manager: Lynne on email admin@activeoutreachservices.com

You will receive a response straight away to acknowledge that we have received your complaint we then aim to resolve the issue within 10 working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive

Director
Active Outreach Services
Office 1605
58 Peregrine Road,
Hainault,
Ilford,
Essex
IG6 3SZ

All written complaints will be logged. You will receive a written acknowledgement within 10 working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, please also let us know if you are happy with Active Outreach Services!

Parent/Carer Complaint Form

We strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below.

Title (Mr/Mrs/Ms/Miss)	First Name & Surname
Address:	
Tel:	Time: Date:
The Issue: <i>Please use the space below to tell us clearly your complaint please put dates or times of when incident/issue occurred.</i>	

Your Expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future

Signature:

Date:

Thank you for your valuable feedback. Please return this completed form to admin@activeoutreachservices.com

We will provide you with a written acknowledgment & aim to resolve the matter within 10 working days. In the meantime, should you have any further queries whilst your complaint is being processed, please do not hesitate to speak to your child's Teacher or Mentor.