Develop My Child Ltd

Complaint Procedure

Document Control

1. **Confidentiality Notice**

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2. **Document Details**

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Version	Date	Version Created By:	Version Approved By:	Comments
V1	June 2024	Kerry Krempel	Grainne Yeatman	New policy created
V2	March 2025	Kathryn Schlieben	Grainne Yeatman	Added timelines
V2.1	June 2026	Kathryn Schlieben	Grainne Yeatman	Document control information added

Policy

Develop My Child Ltd.
Registered Co. 12712132

Develop My Child Ltd take any complaint seriously and will endeavour to investigate all complaints thoroughly and in a timely manner. On receipt of a complaint an independent member of staff will be allocated.

They need to:

Acknowledge the complaint within 1 week:

- Book in a Teams meeting to discuss the complaint once investigations have taken place
- Give a timescale of when they think they will then be able to formally respond to the complaint.
- Email all members of staff or associates or any other people that may need to provide evidence.
- Gather evidence including looking at on-line records.
- Prepare a letter summarising:
  - What you think the parent/carer or client's complaint is
  - What you think their desired outcome would be
  - What you have done to investigate the complaint
  - Complaint, evidence, finding
  - Repeat desired outcome
  - Actions required to achieve the outcome

Hold Teams meeting with the parent/carer or client:

- Explain what has been done and findings
- Decide if complaint has been addressed

If yes, then send letter.

If not, conduct further investigation and repeat.