Step and Learn Conductive Education

Registered Charity No: 1148686 / Company Limited by Guarantee: 07564050

Complaints Procedure

Updated January 2026

Approved By	**Chair of Trustees**
Signed	
Dated	**15th January 2026**

Introduction

This policy should be read in conjunction with other related and relevant policies of Step and Learn.

It meets the need to set out how Step and Learn and families will work together to recognise when things go wrong and how improvements may be made for the future.

Step and Learn views complaints as an opportunity to learn and improve, as well as a chance to put things right for the person making the complaint.

When a complaint is raised, we will endeavour to:

- Investigate fairly and without prejudice
- Investigate in a timely manner
- Be open and honest in our findings
- Work to resolve the issue and repair the relationship

All information relating to a complaint will be handled sensitively and shared only with the individuals to whom the complaint pertains / those charged with investigating and resolving complaints.

Complaints may be made by:

- A child attending sessions
- The family of a child attending sessions
- A staff member or volunteer
- Someone from outside Step and Learn

Complaints may take the form of:

- An informal concern
- A formal, written complaint

We would always encourage the 'informal concern' procedure being followed in the first instance, as this can offer the quickest resolution.

Complaints concerning the conduct of a staff member must be raised following the 'formal complaint' procedure.

The Chair of Trustees will have overall responsibility for monitoring performance in relation to this policy.

This policy will be continuously reviewed and updated as necessary.

Complaints Procedure – Informal Complaint

We would encourage all concerns to be raised informally in the first instance, with the staff member concerned. This can be done in person, over the phone or by written communication.

It would be helpful at this stage if the complainant could identify what outcome / remedial actions they are looking for, in order to expedite the resolution of the complaint.

All information will be relayed to the Lead Conductor and a response will be communicated within 2 working days, which will hopefully lead to a satisfactory resolution.

If the concern is resolved, a log of all of the details will be kept and stored with either the relevant child's record, relevant staff member's file or a new purpose built file will be created.

This information will be stored securely in line with GDPR and a copy will be passed to the complainant for their own records.

If the concern remains unresolved, or the complainant is not satisfied with the outcome, they may escalate the complaint to a formal complaint.

Complaints Procedure – Formal Complaint

Step and Learn recognise that sometimes the informal concern procedure will not be appropriate, or will not be able to resolve a complaint to the satisfaction of the complainant. In these circumstances we encourage the use of the formal complaint procedure.

Complaints of this nature should be made in writing, to the Chair of the Trustees.

The current Chair of the Trustees is Patrick Barden, contact details as follows:

Email: patrickbarden@stepandlearn.org

Address: P Barden, Shimran, Pear Tree Lane, Gravesend, DA12 3JX

When a formal complaint is received, the Chair of the Trustees will:

- Clarify the nature of the complaint and people involved.
- Establish what has happened and the circumstances surrounding the complaint.
- Interview those involved to gain a balanced view of the situation.
- Refer to our policies and procedures to establish any actions taken outside of these.
- Take account of the desired resolution put forward by the complainant.
- Present the facts to the board of trustees for consideration at the next trustee meeting (or call an emergency meeting if necessary).
- Agree the complaint resolution and document this in the meeting minutes.
- Communicate the resolution to all parties involved.
- If the resolution calls for it, arrange for a meeting between the complainant and those complained about, and chair the meeting in an impartial manner.
- Keep a detailed record of the complaint and all information pertaining to it.

Unreasonable Complaints

Step and Learn is committed to dealing with all complaints fairly and without prejudice however complaints which are deemed malicious in nature will not be entertained.

Our staff have the right to work without abuse or threat of harassment, so any complaint which is abusive or threatening in nature will not be tolerated and the family raising the complaint will be asked to leave the organisation.

STEP AND LEARN – FORMAL COMPLAINT FORM

Name	
Child's Name	
Relationship to Child	
Address	
Contact No	
Email	
Please give concise details of your complaint. Include dates/times	
What action, if any, have you already taken to resolve your complaint? Include details of who you spoke to / when / their comments	

What actions do you feel might resolve the complaint at this stage?	
Are you attaching any additional information? Please give details below and clearly refence each attachment.	
Signed	
Date	

Completed forms and additional information is to be sent to the Chair of the Trustees:

Via email: **patrickbarden@stepandlearn.org**

Via post: **P Barden**
Shimran, Pear Tree Lane
Gravesend, Kent
DA12 3JX