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# Client Complaint Policy

**Instill Excellence Ltd**

**Complaints Management Policy**

**Last Updated:** April 2026

**Next Review Date:** April 2027

**Responsible Officer:** Director

## 1. Purpose

The purpose of this policy is to:

- Provide a clear, accessible framework for receiving and managing complaints and feedback;
- Promote and protect the rights of clients and service users, including the right to raise concerns;
- Ensure complaints are handled fairly, consistently, and in a timely manner;
- Support continuous improvement in service delivery through learning from feedback; and
- Provide staff with clear guidance on their roles and responsibilities.

## **2. Scope**

This policy applies to all employees, contractors, and representatives of Instill Excellence Ltd and covers all feedback, concerns, and complaints received from:

- Clients (e.g. schools, local authorities, commissioning organisations)
- Parents and carers
- Young people
- Members of the public

## **3. Definition of a Complaint**

A complaint is defined as:

Any expression of dissatisfaction, whether justified or not, about the services, actions, or lack of action by Instill Excellence Ltd, its staff, or those acting on its behalf.

Complaints may be made:

- In person
- By telephone
- By email
- In writing
- Via the company website
- Through an advocate or authorised representative

## **4. How Our Services Are Delivered (Important Context)**

Instill Excellence Ltd services are typically commissioned by schools, local authorities, or other organisations.

This means that in most cases:

- The commissioning organisation retains overall responsibility for the service; and
- They are the primary and expected point of contact for concerns.

## **5. Raising a Concern**

Primary route (expected approach)

As our services are commissioned by schools or organisations, concerns should normally be raised with the school or commissioning organisation in the first instance.

They are best placed to address concerns quickly and within the wider context of the provision.

### **Contacting Instill Excellence Ltd directly**

We will accept direct complaints; however, this is typically appropriate only where:

- The concern relates specifically to the conduct, behaviour, or actions of our staff; or
- The matter has already been raised with the school or organisation and remains unresolved; or
- Clarification is required regarding our role within a service.

Where appropriate, we may refer or redirect complaints back to the commissioning organisation where the matter falls within their responsibility.

We will work collaboratively with all parties to ensure concerns are addressed appropriately.

## **6. Principles of Effective Complaints Management**

Instill Excellence Ltd is committed to the following principles:

- **Accessibility:** Processes will be easy to find, understand, and use
- **Timeliness:** Complaints will be addressed promptly
- **Fairness and Objectivity:** Complaints handled impartially
- **Confidentiality:** Information handled in line with data protection
- **Accountability:** Decisions clearly recorded and explained
- **Continuous Improvement:** Feedback used to improve services

## **7. Equality, Diversity and Accessibility**

We are committed to ensuring that all individuals can access the complaints process.

We will:

- Make reasonable adjustments in line with the Equality Act 2010
- Accept complaints in a range of formats
- Support individuals requiring assistance, including advocates
- Take into account the needs of vulnerable individuals

## **8. Data Protection and Confidentiality**

All complaints will be handled in accordance with:

- UK GDPR
- Data Protection Act 2018

We will ensure:

- Personal data is processed lawfully and fairly
- Information is shared only where necessary
- Records are retained in line with policy (typically 6 years)
- Individuals can access their data and raise concerns with the ICO

See Privacy Notice: [www.instill-excellence.com](http://www.instill-excellence.com)

## **9. Rights**

### **Clients and Service Users**

Individuals have the right to:

- Raise concerns without fear of disadvantage
- Be treated with respect and fairness
- Receive timely acknowledgement and response
- Be kept informed of progress
- Receive clear outcomes and reasons
- Escalate concerns if dissatisfied

### **Staff**

Staff have the right to:

- Be informed of complaints
- Respond to concerns
- Be treated fairly
- Receive appropriate support

## **10. Responsibilities**

### **All Staff**

- Receive and record complaints
- Attempt early resolution

- Escalate where required

#### **Line Managers**

- Implement the policy
- Investigate complaints
- Maintain records
- Report significant issues

#### **Directors**

- Overall accountability
- Review escalated complaints
- Ensure organisational learning

### **11. Complaints Handling Process**

#### **Stage 1: Initial Contact**

- Complaints should be raised as soon as possible
- Acknowledgement within 2 working days
- Early resolution attempted where possible

#### **Stage 2: Investigation**

- A formal investigation will be undertaken where required
- This may include:
  - Reviewing documentation
  - Speaking with relevant individuals
  - Gathering evidence
- Where appropriate, investigations will be conducted by someone not directly involved
- Target timeframe: 15 working days
- Delays will be communicated with reasons

#### **Stage 3: Outcome**

- A written response will outline findings
- The complaint will be identified as:
  - Upheld
  - Partially upheld

- Not upheld
- Actions may include:
  - Apology
  - Service improvements
  - Changes to practice
- Target resolution: 30 calendar days

#### **Stage 4: Escalation**

- Complaints can be escalated to a Director:  
Email: [admin@instill-excellence.com](mailto:admin@instill-excellence.com)
- A final response will be issued

#### **11. External Escalation**

If dissatisfied, complainants may contact:

- Trading Standards
- Information Commissioner's Office (ICO)
- Relevant Local Authority or commissioning body

#### **12. Anonymous and Unreasonable Complaints**

- Anonymous complaints will be considered where possible
- Vexatious complaints will be managed appropriately

#### **13. Safeguarding**

Safeguarding concerns will be managed in line with the Safeguarding Policy and may be referred to relevant authorities.

If a child is at immediate risk, emergency services should be contacted.

#### **14. Learning and Continuous Improvement**

We will:

- Monitor complaint trends
- Identify areas for improvement
- Implement changes

- Report outcomes to leadership

## **15. Monitoring and Review**

This policy will be reviewed annually or in response to legislative or organisational change.

## **16. Contact Details**

**Instill Excellence Ltd**

**Website:** [www.instill-excellence.com](http://www.instill-excellence.com)

**Email:** admin@instill-excellence.com

**Phone:** 07540776118