

Complaints Procedure

Effective Date: November 2024

Reviewed by: Directors

Next Review Date: November 2024

At Inclusive Outsource LTD, we are committed to delivering the highest quality of services across our entire range, including mentoring, group sessions, workshops, family support, and advocacy. We value feedback from all clients, participants, and stakeholders, and we are dedicated to resolving any concerns in a timely and fair manner. All complaints are treated with seriousness and transparency, and we strive to handle them with respect for everyone involved. This procedure outlines the steps to follow if you wish to make a complaint about any of our services.

1. Informal Resolution

In the first instance, we encourage you to speak directly with the individual leading the service you are engaging with, such as your assigned mentor, group facilitator, or workshop leader. Many concerns can be resolved quickly and informally through open communication. We believe that a direct conversation with the relevant person is often the most effective way to address any issues that arise in our services.

2. Escalation to Management

If you are not satisfied with the outcome of your discussion with the service lead (mentor, facilitator, or workshop leader), or if you feel the issue requires further attention, please contact one of the Directors of Inclusive Outsource LTD:

- **Melissa Sampson, Director**
- **Michael Sampson, Director**

You can contact them via **mel@inclusiveoutsource.co.uk**, **michael@inclusiveoutsource.co.uk** or **07713888701**. Melissa or Michael will listen to your concerns and work with you to find a resolution across any of the services provided.

3. Making a Formal Written Complaint

If the issue is not resolved through informal discussions, or if you feel the matter requires formal investigation, you can submit a written complaint. We treat all written complaints with professionalism, ensuring a thorough and fair process. To ensure your complaint is handled efficiently, please follow the steps below:

3.1 Submitting the Complaint:

- Please send your written complaint via email to **info@inclusiveoutsource.co.uk**.
- Include as much detail as possible, such as the nature of the complaint, the service involved (mentoring, group session, workshop, family support, or advocacy), relevant dates, and the outcome you are seeking.

3.2 Acknowledgment of Complaint:

- Upon receipt of your complaint, we will send a written acknowledgment within **3 working days**, confirming that your complaint has been logged and is being addressed.

3.3 Investigation Process:

- Your complaint will be thoroughly investigated by a designated member of our team, who may contact you for further information if required.
- We aim to respond to your written complaint with a detailed reply within **10 working days**. This response will outline the findings of the investigation and any steps we will take to resolve the matter.

3.4 Interim Reply:

- If for any reason we are unable to provide a full response within the 10 working days, we will send an interim reply to keep you informed of the progress and provide an expected timeframe for a full response.

4. Further Steps

If, after following the above steps, you feel that your complaint has not been fully addressed, we will work with you to explore additional options for resolution. Our goal is to ensure that every concern is treated with respect and resolved to the best of our ability, regardless of the type of service.

Commitment to Improvement

At Inclusive Outsource LTD, we view all complaints as an opportunity to improve our services, whether it's in mentoring, group sessions, workshops, or family support and advocacy. We are committed to using feedback from complaints to reflect on our practices and make necessary improvements, ensuring the highest standards of care and professionalism for all our clients and their families.