Complaints, Concerns and Compliments Policy and Procedure

Policy and procedure

Organisation	Moment of Truth Well-being Group Ltd
Owner	Sharon Boyd, Director
Status	Version 1.0 | September 2026 | Review September 2027
Approval	Approved by: Sharon Boyd Date: 01/09/26
Complete before issue	Registered office, named deputies, contact routes and role-specific details

Purpose and scope

This policy gives clients, children, parents, carers, learners, commissioners and other stakeholders an accessible way to raise concerns about MOT services. Workforce grievances and safeguarding disclosures use their own routes, although MOT will coordinate overlapping issues.

Principles

- Welcome feedback without disadvantage or retaliation.
- Offer accessible formats, communication support, advocacy and reasonable adjustments.
- Protect confidentiality while sharing enough for a fair investigation.
- Respond proportionately, learn from patterns and apologise where appropriate.
- A complaint may be made by a representative with suitable authority; children may complain in their own right.

How to complain

- Speak to the worker or service lead where comfortable.
- Write or speak to Complaints Lead: Lea Cole.
- State what happened, desired outcome and any accessibility or safety needs. No special wording is required.

Stages

Stage	Target and action
Early resolution	Acknowledge within 3 working days; seek resolution normally within 10 working days.
Formal investigation	Written scope, impartial investigator and response normally within 20 working days; explain any extension.
Review/appeal	Request normally within 10 working days; reviewer not previously responsible where practicable.
External route	Explain relevant commissioner, school, professional body, ICO, ombudsman, safeguarding or legal route; do not misstate jurisdiction.

Safety and professional reporting

Safeguarding, immediate danger, data breaches, criminal allegations or professional fitness concerns are escalated immediately and are not delayed by the complaints timetable. School complaints about MOT are led by MOT unless the contract assigns a specific stage to the school; responsibilities must be stated to the complainant.

Records and learning

Maintain a restricted complaints log showing issues, evidence, decisions, remedy, equality/access needs, referrals and learning. Report themes to Directors without unnecessary identifying information.

Legal and professional reference points

- Consumer Rights Act 2015 where applicable
- Equality Act 2010
- UK GDPR and Data Protection Act 2018 as amended
- Working Together to Safeguard Children 2026
- BACP Professional Conduct Procedure and Ethical Framework
- Commissioner and school contract requirements

Legal and guidance check completed September 2026. Review sooner if law, guidance, contracts, services or organisational arrangements change.