



Compliments, Comments, and Complaints Policy

Purpose

This policy aims to provide a clear framework for managing compliments, comments, and complaints received by Alternative Provision. Equilore values feedback as an essential part of our commitment to continuous improvement and ensuring the highest quality of our equine-assisted interventions.

Policy Statement

Alternative Provision is dedicated to listening to the voices of our participants, their families, and the community. We encourage feedback in the form of compliments, constructive comments, and complaints to enhance our services and address any concerns effectively.

1. Compliments

Definition:

Compliments are positive feedback regarding our services, staff, or overall experience.

Procedure:

- Compliments can be submitted verbally, in writing, or through our feedback forms.
- All compliments will be acknowledged and shared with the relevant staff and teams.
- We may choose to highlight compliments in our newsletters, website, or promotional materials, with the consent of the person providing the feedback.

2. Comments

Definition:

Comments are suggestions or observations that can help improve our services.

Procedure:

- Participants and guardians are encouraged to share their comments through feedback forms, discussions with staff, or suggestion boxes available at our facilities.
- Comments will be reviewed regularly by staff to identify opportunities for improvement.
- A summary of comments and the actions taken will be shared with participants and guardians during regular updates.

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3. Complaints

Definition:

Complaints are expressions of dissatisfaction regarding our services, policies, or staff behaviour.

Procedure:

- Complaints can be made verbally, in writing, or via email to designated staff members (Loes Koorenhof at info@equilore.co.uk or Dee Wilkinson at Dee@equilore.co.uk). A formal complaint form is also available for convenience (CEO on info@equilore.co.uk or if complaint regards the CEO email the trustees at Board@equilore.co.uk).
- All complaints will be treated seriously and investigated promptly.
- Acknowledgment of the complaint will be provided within five working days, outlining the process for addressing the issue.

Investigation and Resolution:

1. Investigation:

- The relevant staff member will conduct a thorough investigation of the complaint, which may include speaking with the complainant, staff, and any witnesses.

2. Response:

- A formal response will be provided within 20 working days, detailing the findings of the investigation and any actions taken.
- If more time is needed, the complainant will be informed of the delay and the reasons for it.

3. Appeals:

- If the complainant is not satisfied with the outcome, they may appeal the decision. Appeals should be submitted in writing to a designated senior staff member within 10 working days of receiving the initial response.

Confidentiality

All compliments, comments, and complaints will be handled confidentially. Information will only be shared with those involved in the investigation or resolution process.

Monitoring and Review

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We will monitor all feedback to identify trends and areas for improvement. This policy will be reviewed annually to ensure its effectiveness and relevance.

Conclusion

At Alternative Provision, we are committed to fostering an open and transparent environment where all feedback is valued. This policy ensures that compliments, comments, and complaints are managed effectively, supporting our mission to provide high-quality equine-assisted interventions.