



At Tang Hall Smart CIC our Complaints Policy is underpinned by our key principles:

- Everyone is equal and different, with their own gifts
- Everyone has the ability to develop
- Everyone has needs and the right to support in keeping with their human rights
- Everyone's relationships are valuable

POLICY ON COMPLAINTS AND RAISING CONCERNS

*Tang Hall Smart welcomes feedback and is always striving to do the best for participants and all involved with the company. Feedback is welcomed and concerns can be shared informally with senior staff who will work to resolve any issues promptly. However if it is felt that the response is insufficient, this policy outlines the company's **Formal Complaints Procedure**.*

Please note that whilst we welcome 'feedback' in the form of comments that are sent via email, spoken about in phone conversations or in meetings etc - that unless concerns are sent via our official complaints form, then we do not regard them as 'complaints' but as feedback, and are not bound to investigate in line with this policy.

This policy has been developed in accordance with Complaints Handling Rules 2015

Purpose

The purpose of this Policy is to:

- Provide an avenue for customer communication and feedback;
- Recognise, promote and protect the customer's rights, including the right to comment and provide feedback on service;
- Provide an efficient, fair and accessible framework for resolving customer complaints and monitoring feedback to improve service delivery;

Definition of complaint: a complaint is an expression of dissatisfaction or concern made to us by either an individual client/participant/group or member of the public that relates to Tang Hall SMART products or services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.

We value our clients and wish to have their continued custom; and we DEFINITELY want to know if we are doing something wrong, or if our services/products have fallen short of satisfaction so that we can work at resolving things – i.e. putting it right. We rely on the goodwill of our customers, clients and service users and want to know if anything is jeopardising this.

Procedure

All formal complaints should be sent *via our online complaints form*. We will only look into complaints that are submitted in this manner. Any other communications expressing concern or dissatisfaction that are not submitted via a complaint form will be treated and welcomed as 'feedback' but not subjected to a formal review.

A complaint must be made within 6 months of the date the matter complained about occurred or the date the person who has raised the complaint found out about it, whichever is later.

The official form can be accessed via our website, or on request. It is also available here:

[Tang Hall SMART Complaint Form](#)

All formal complaints will be answered promptly and within 5 working days to acknowledge the concern that has been raised. The Managing Director will be involved at the earliest stages unless they are implicated in the complaint, in which case the Chair of the Board of Directors will acknowledge the complaint.

Tang Hall SMART will offer a meeting to explore the concerns, and look at solutions. This meeting would be with the Managing Director or the most appropriate member of the leadership team.

We will endeavour to ensure a balanced consideration of all information/evidence – looking at the different sides in question and investigating thoroughly before looking at ways of resolving the complaint.

We aim to resolve complaints promptly. Within 8 weeks, the complainant will either receive a final response, or if a complaint is unable to be resolved in this timescale, Tang Hall SMART will notify the complainant in writing the reasons for delay and give a timescale for this being resolved.

Tang Hall SMART will write to inform the complainant of the resolution, and will also inform the complainant of how to proceed further if they are unhappy with the resolution. If the complainant is unhappy with the outcome of the complaint handling they can contact the relevant Local Authority to complain. Information will be given about which local authority and department at this stage. In the case of students who are on educational packages we will direct complainants to the exact institution, for example, York Learning (in York), or Selby PLC (for North Yorkshire).

If a complainant decides that *they do not trust Tang Hall SMART to handle a complaint* (or it is a *whistleblowing complaint* which needs to bypass THS) then they can come directly to the Local Authority. Complaints need to be addressed to the Head of Service and follow the complaints process on the relevant local authority's website.

Please request a copy of our Whistle Blowing Policy if required.

At any stage of the process, Tang Hall SMART may seek legal advice, and/or consider whether the Vexatious or Unreasonable Communications Policy is indicated.

It is important that we retain confidentiality, to ensure the complainants and customer's identities are protected – although we are aware it may be necessary at a later stage, once we are looking at possible resolutions, that with the complainant's permission of course, other parties are involved. We aim to be sensitive and will look at each case on its merits, paying due care to individual differences and needs.

Records of formal complaints are held by the Managing Director, these are held in accordance with our data protection policy.

April 2026