



LEARNING STARS



COMPLAINTS POLICY

- Are you unhappy about anything to do with Learning Stars?
- Do you want to be listened to?
- Would you like to complain?

You have the right to complain if you feel unhappy about the way you have been treated at Learning Stars or by someone within Learning Stars.

How to Complain

1. Contact the Support Manager, Linda Brunt. She can be contacted by telephone on 07523 166008;
 - a. By e-mail at linda@tos-it.com;
 - b. by letter to: Linda Brunt, 19 Arrowsmith Drive, Hoghton, Preston PR5 0DT
 - c. The manager will let you know the complaint has been received within 7 days.
2. The manager will investigate the circumstances leading to the complaint.
3. The manager will tell you about the results of the investigation within a reasonable time – normally 28 days.
4. If, as the complainant, you are not satisfied with the results of the inquiry, you have the right to put your case directly to the Management Committee.
5. The Management Committee shall be regularly told by the Manager of the number and nature of any complaints and the outcome.
6. Where appropriate, Learning Stars shall make a written apology (signed by the Chair of the Management Committee) to you, as the complainant.
7. The Management Committee's decision is final.

The aim of this policy is to ensure the safety of vulnerable adults by outlining clear procedures and ensuring that all staff members are clear about their responsibilities.

Learning Stars is run by and for people with a learning disability. If you have a complaint please tell us so we can deal with it and make sure you are satisfied.