



## **Alpha Inclusion & Communication Procedure**

Date: January 2026

Review Date: January 2027

### **Who can make a complaint?**

This complaints procedure is not limited to parents or carers of children that access our provision. Any person, including members of the public, may make a complaint to Alpha Inclusion and Communication (AlphaIC) about any provision of facilities or services that we provide.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. AlphaIC takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, AlphaIC will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

### **How to raise a concern or make a complaint**

A concern or complaint can be made by telephone or in writing. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should initially be raised with the practitioner assigned to the case the concern relates to. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against AlphaIC team members should be made in the first instance, to our Organisational Lead either by email to: [info@alphainclusion.co.uk](mailto:info@alphainclusion.co.uk), using "Complaint" as the email title, or in writing to: Organisational Lead, Alpha Inclusion and Communication, Unit 54 Hethel Engineering Centre, Chapman Way, Hethel, Norfolk, NR14 8FB. Please mark any correspondence as Private and Confidential.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

## **Anonymous complaints**

We will not normally investigate anonymous complaints. However, the Organisational Lead may discuss any anonymous complaint with an external HR Company or relevant governing body to determine whether the complaint warrants an investigation.

## **Time scales**

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

If other bodies are investigating aspects of the complaint, including but not limited to the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

## **Resolving complaints**

At each stage in the procedure, AlphaC wants to resolve the complaint. Where a complaint is upheld, we will acknowledge whether that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an acknowledgement that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review the organisation's policies in light of the complaint
- an apology

## **Withdrawal of a Complaint**

If a complainant wants to withdraw their complaint, we will always ask them to confirm this in writing. Alpha Inclusion may choose to continue to investigate any complaints internally.

## **Stage 1**

Formal complaints must be made to the Organisational Lead in writing. This may be done via letter or by email. (preferably on the Complaint Form attached in Appendix 1).

The Organisational Lead will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within five working days.

Within this response, the Organisational Lead will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Organisational Lead can consider whether a face-to-face meeting is the most appropriate way of doing this.

During the investigation, the investigator will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Organisational Lead will provide a formal written response within 15 working days of the date of receipt of the complaint. If this deadline cannot be met, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions AlphaC will take to resolve the complaint.

The response will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

## **Stage 2**

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – Contacting Norfolk County Council. **This is the final stage of the complaints procedure.**

## Appendix 1: Complaint Form

Please complete and return to: the Compliance Lead by email: [info@alphainclusion.co.uk](mailto:info@alphainclusion.co.uk), using "Complaint" as the email title, or in writing to: Compliance Lead, Alpha Inclusion and Communication, Unit 54 Hethel Engineering Centre, Chapman Way, Hethel, Norfolk, NR14 8FB. Please mark them as Private and Confidential.

The Compliance Lead will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>
<b>Child or Young Person's name (if relevant):</b>
<b>Your relationship to the child or young person (if relevant):</b>
<b>Address:</b>  <b>Postcode:</b> <b>Day time telephone number:</b> <b>Evening telephone number:</b>

**Please give details of your complaint, including whether you have spoken to anybody at Alpha Inclusion and Communication about it.**

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**