

TAYLORED SCIENCE Complaints Policy

Reviewed August 2024 – Andrea Taylor

Next Review August 2025

Parents of children attending activity sessions with Taylored Science should expect their child to be kept safe, treated fairly and enjoy a positive experience.

Complaints Procedure – Stage 1

It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint, they should contact Taylored Science directly to explain the situation so that the matter can be resolved as soon as possible. We would hope that it should usually be possible to address the issue raised and resolve the situation.

Complaints Procedure – Stage 2

If the complaint cannot be resolved on an informal basis, the parent should email a written account of their complaint to Taylored Science. The owner of Taylored Science will then be able to consider the complaint and respond via email with a suggested course of action. A written record will be made of the complaint and of the steps taken to resolve the issue.

Complaints Procedure – Stage 3

If (after appropriate steps have been taken at Stage 1 or 2) the complaint has still not been resolved, the owner of Taylored Science will invite the parent to a meeting to further discuss the issues raised. At this meeting, all parties should agree on a written plan of action which will include steps to be taken by Taylored Science and (where appropriate), action to be taken by parents. Taylored Science will keep written records of all emails and actions taken in relation to the complaint. Taylored Science will also keep written records of meetings and interviews held in relation to the complaint.

All complaints will be taken seriously and dealt with as promptly as is reasonable.

Keeping Records of Complaints

Following a complaint, Taylored Science will keep written records relating to the issue, including the action taken by Taylored Science and action taken by parents/carers. This documentation may include, but is not limited to:

- Dates
- Names of the adults and children involved
- Description of the issue(s)
- Records of investigations
- Statements by individuals
- Correspondence (including emails and records of phone conversations)

Record of Complaint

Date of Complaint	
Name of Parent	
Name of Child	
Description of Issue	

Date	Action Taken and Outcome