

## Complaints Policy

**Your Specialist Teacher Limited** Company Number 16997681

**Effective Date: 4<sup>th</sup> February 2026**

**Last Reviewed: 4<sup>th</sup> February 2026**

### 1. OUR COMMITMENT

At **Your Specialist Teacher Limited** (hereinafter "The Company," "We," or "Us"), we are committed to providing high-quality specialist teaching outreach services. We value your feedback and aim to resolve complaints fairly, efficiently, and confidentially.

This policy applies to complaints regarding the Company, its Directors, and any **Associates** (Contractors) working on our behalf.

### 2. HOW TO MAKE A COMPLAINT

If you have a concern, please contact the Company Director directly.

- **Email:** jamie@yourspecialistteacher.com
- **Post:** 9 Chart Close, Faversham, Kent, ME13 7SE

### 3. WHAT TO INCLUDE

To help us resolve your complaint quickly, please provide:

- Your full name and contact details.
- The name of the child/learner and school involved.
- The date(s) of the service(s) related to the complaint.
- A clear description of your concern (including names of staff/associates involved).
- What outcome or resolution you are seeking.

### 4. THE PROCEDURE

**Stage 1: Informal Resolution (The "Quick Fix")** We encourage you to raise minor concerns immediately (e.g., speaking to the consultant on-site or emailing the Director informally).

- Most issues can be resolved quickly through open conversation.



- If the complaint is about an **Associate**, please contact the Director, not the Associate directly.

**Stage 2: Formal Complaint** If the matter is not resolved informally, please submit a formal complaint in writing to the Director.

- **Acknowledgment:** We will acknowledge your complaint within **3 working days**.
- **Investigation:** The Director will investigate the matter impartially. This may involve reviewing records, observation notes, and speaking with the staff members involved.
- **Response:** We aim to provide a full written response with our findings and any proposed resolution within **15 working days**. (If we need longer due to complexity, we will notify you).

**Stage 3: Escalation (External)** If you remain dissatisfied with the Director's final decision, you may seek external advice depending on the nature of the complaint:

- **Professional Conduct:** You may contact **NASEN** (National Association for Special Educational Needs).
- **Data Handling:** You may contact the **ICO** (Information Commissioner's Office) at [www.ico.org.uk](http://www.ico.org.uk).
- **Safeguarding:** If your complaint involves a child protection concern, you should contact the **Kent Local Authority Designated Officer (LADO)** or Children's Social Services immediately.

## 5. CONFIDENTIALITY & RECORD KEEPING

- **Confidentiality:** All complaints will be handled with discretion. Information will only be shared with those strictly necessary for the investigation.
- **Records:** All complaints are recorded and stored securely in line with our Privacy Policy. We use this data to monitor service quality and identify areas for improvement.

## 6. CONTACT

### Your Specialist Teacher Limited

**Director:** Jamie Evans

**Email:** [jamie@yourspecialistteacher.com](mailto:jamie@yourspecialistteacher.com)



**Phone:** 07440 160004

**Address:** 9 Chart Close, Faversham, Kent, ME13 7SE