

The Meadow



Complaints Policy

We encourage all families to give us feedback about their experience on a regular basis and talk to us about anything which concerns them. We also aim to be open, honest and straightforward with parents, so that we can resolve problems before they escalate. Please also see our Communications Policy.

Complaints Procedure

We encourage anyone with a complaint or concern about The Meadow, our facilitators, or young persons to please, where possible, put this in writing at your earliest convenience so that it can be dealt with in a timely manner. If it is not possible to do this in writing, for example if it cannot wait and timing is crucial, they can be made verbally, either in person or by telephone. Where complaints are made in person, notes will be taken at the time of complaint and then shared with all parties to ensure that an accurate statement of the complaint has been made before we proceed to investigate further.

If any concern or complaint is raised, we will discuss this with the parents/carers/young person/team member and try to resolve the matter in as timely manner as possible ideally through the conflict resolution process. If the concern is about our practice, we will investigate and feedback our conclusions.

Formal complaints regarding contractual, administrative, or management decisions must be submitted in writing via email at **themeadowbath@gmail.com**.

Steps to this process are:

1. We will log the details of the concern and the date it was raised.
2. Management will then engage in an investigative process appropriate to the unique nature of the complaint. Management retains sole discretion to determine which, if any, interviews, statements, or records are relevant to the matter. Where directly relevant to operational daily practice, this may involve speaking to young persons involved, team members involved and parents/carers. We will record statements in relation to the complaint and any actions taken (where appropriate) to build a whole

picture of the complaint/concern raised. Day records and observations will also be consulted and taken into account where applicable.

3. We will notify the parent/complainant of the outcome of our investigation within 28 days of receiving the formal written complaint.
4. The details of the concern and the outcomes of our investigation will be recorded in our Complaints Record and shared with all parties involved.

Please note: The Meadow reserves the right to decline to investigate complaints that are deemed vexatious, frivolous, or represent a repeated attempt to re-litigate administrative or contractual decisions that have already been finalised in accordance with the Family Agreement.

Reviewed Jessie Kazak	June 2024
Reviewed Debbie Forster	September 2025
Reviewed Debbie Forster and Approved Nathan Imhasly	April 2026
Next review: once yearly	