



## Complaints Procedure

EMAR is committed to providing a high-quality service to all our participants, children/young people and adults; parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have 28 days to consider your complaint.

### **What will happen next?**

We will acknowledge receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve reviewing the matter and (if appropriate) speaking to any member of staff or others involved, including (if appropriate) the subject of the complaint and any witnesses.

We may invite you to a meeting to discuss and hopefully resolve your complaint. This meeting would normally be within 14 days of acknowledging your complaint.

Within three days of the meeting, we will provide you with a record of what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, we will send you a meaningful reply to your complaint, including suggestions for resolving the matter, within 21 days of acknowledging your complaint.

At this stage, if you are still not satisfied, you should contact us again, requesting a review.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.