The Wild Ways

Complaints Resolution Policy

Effective Date	01/06/2025
Latest Review Date	08/11//2026
Policy Description	Concerns and complaints raising and resolution procedures.
Author	TWW Lead / Data Integrity Consultant
Approved	CEO
Organisation	The WildWays Foundation

Overview

The WildWays Foundation is committed to providing only the highest standards of service, and to ensuring our service users feel supported by all our staff. We are a Community Interest Company, and we take your views and experiences of engaging with each and every aspect of our services seriously. We also recognise that sometimes individuals may not be happy with services that are provided to them. In this instance we will work with a complainant to seek a solution to any issues encountered, working to resolve these at the earliest possible opportunity.

We aim to address concerns and complaints promptly, preferring informal resolution whenever possible. We are committed to resolving matters swiftly and seriously.

This Complaints Resolution Policy explains how to raise any concerns you may have, or to report a complaint, that you may experience when engaging with our services. Furthermore, this policy outlines how we act on resolving any concerns and complaints shared with us.

1. Who We Are

The WildWays Foundation is a UK-based community providing compassionate, neurodiversity-affirming support for families, in 2020. We operate as a Limited Company incorporating two Community Interest Company organisations. We provide accessible, bespoke

support/guidance and tutoring/mentoring. Our community is formed of The 'Beating Heart' - core staff, Associates, Young Person Guides (YPGs), Directors, Volunteers, Children and Young People (CYP), and Parents/Carers. Our services are used by people of all ages.

2. Our Values

We are fully committed to providing only the highest quality of services. This is in recognition that the well-being of all children and young people, their parents, carers and families, is of paramount importance to us.

Our values guide all the services we offer, as well as the staff who deliver these.

Our organisation's values are to offer:

- compassionate, neurodiversity-affirming support for families raising children who don't fit into traditional moulds
- our flagship parenting course, changing the lens through which we parent with therapeutic non violent resistance principles
- The WildWays Foundation offers an inclusive multi-sensory approach to education.We empower children to lead their learning so they can thrive personally and academically. Our team of tutors are highly trained & mentored by The WildWays Associates. We help children define and achieve their own version of success

3. Raising a Concern

If you are worried, nervous or feel unsettled by any aspect of the services we provide, please raise this concern with us at the earliest possible opportunity, by:

1. Discuss your concern directly with your YPG/Associate/team member at the time this concern arises.
2. If your concern arises at a time after your access to the service has finished, you can arrange a time to share your concern directly with your YPG/Associate/team member by emailing them.

3. If you continue to feel concerned following direct communication, or if you do not feel comfortable raising your concern directly with your YPG/Associate/team member please email: **Rosalind Walker, TWW Lead at rosalind@thewildways.org.uk**

4. If a resolution to your concern is not found, please contact:
Alan Flack, Director: alan@thewildways.org.uk

We recognise that sometimes resolution can be more difficult to reach. In this instance a complaint can then be raised by following the procedures in section 4.

4. Reporting a Complaint

If an issue cannot be resolved informally, please follow the procedures listed in this section to raise a formal complaint. Any issues raised will be treated in an utmost professional way. We will strive to resolve your complaint as the earliest possible opportunity and will keep you informed with the actions taken at each stage.

- A formal complaint must be submitted in writing to Alan Flack, Director
via email: alan@thewildways.org.uk or
by post: FAO The WildWays Foundation: 85 Great Portland Street, First Floor, London, England, United Kingdom, W1W 7LT
- A complaint must be raised within 28 days of the incident/s that have resulted in the need for the complaint to be made.
- Please outline the incident/s that the complaint is regarding, in as much detail as possible. If further information is required, we will request this from you. This will assist us in helping find a suitable resolution to the issue experienced.
- Please include your full name and preferred contact details (i.e. email or address). This information is essential for a response to be provided.
- If, at this stage, there is an idea of how a complainant would like to see their issue resolved, please also include this in the written complaint. This will not guarantee that

this will be the course of action taken, however, ideas shared will be considered and we will strive to meet the needs expressed.

Any information you share will be treated with sensitivity and care. And in accordance with current data protection legislation, as outlined by our Data Protection and Privacy Policy.

5. Resolution Procedures

We take a solution focussed approach to any issues or dissatisfactory experience that may be encountered by individuals accessing our services. In striving to find a suitable resolution for a complainant, and for us to learn from any negative experiences our service users may have encountered to prevent these from reoccurring, we will adhere to the procedures listed in this section. We will also keep a complainant informed of the actions we are taking, at each relevant stage.

1. The date and an overview of the issue/s raised will be added to a Complaints Resolution Log, with any identifiable information removed. This helps us to track the resolution process as it moves through the stages necessary. And to use what is learned to improve our services.

2. The receiver of the formal written complaint via email will confirm receipt of the complaint within 5 working days and by post within 28 working days, by responding in writing by the complainants preferred contact method i.e. email or post. If post is preferred, please allow up to 10 additional working days for confirmation of receipt.

3. The receiver will schedule a telephone discussion or online meeting with the complainant and ask if there are any access needs. This meeting will help to clarify:
    - The nature of the complaint.
    - The desired resolution being sought.

   The complainant can attend the meeting with a suitable advocate who can provide emotional support or translation support, if this is required. A record of the meeting will be made in writing and shared with the complainant.

4. Suitable steps of action, identified during the meeting, will be taken to investigate the issue/s and move towards resolution.

5. Once the investigation stage has reached a conclusion, the complainant will be provided with a formal written explanation of:
    - What steps have been taken to investigate the issue reported.
    - The decision/s that have been made, along with the reason/s for these.
    - Any further action/s that are deemed necessary to ensure a fully satisfactory resolution is reached.

6. If the complainant is not satisfied with the conclusion of the investigation, then they will be invited to attend an online meeting to revisit the issue/s and discuss the desired outcome, repeating stages 3 to 5 until a resolution is reached.

7. Once a resolution is reached, the complainant will be provided with a written acknowledgement which outlines an agreement that the complaint has been resolved, along with the action/s taken to reach this resolution.

6. Escalation – What to Do When Resolution Has Not Been Reached

We seek to handle every concern and complaint in a way that satisfies the complainant and brings about appropriate resolution. However, if you feel that your complaint has not been managed appropriately nor in-line with this Complaints Resolution Policy, or if you suspect we acted unlawfully, you may wish to escalate your complaint to an Independent Adjudicator. For more information, please visit Report a business to Trading Standards, via Citizens Advice. Please note that these are third-party services and we are not responsible for the practices or procedures of those services.

7. Your Right to Withdraw a Complaint

You have the right to withdraw a complaint that you have made at any stage of the reporting or resolution process. To exercise this right, please confirm the withdrawal of a complaint by emailing: **Rosalind Walker, TWW Lead at rosalind@thewildways.org.uk**

8. Changes to This Policy

We update this policy routinely in response to any concerns or complaints brought to our attention and to meet changes to any relevant legal requirements. Any changes will be incorporated into this Policy document and the Effective Date updated.

If you have any questions, comments or concerns about this policy, your rights and how we work towards resolution, then please email: **Rosalind Walker, TWW Lead at Rosalind@thewildways.org.uk**

All of our policies can be found on our **website.**