



Think Like a Pony

Complaints Policy and Procedure 2025

Policy Statement

Think Like a Pony aims to respond to all concerns and complaints in a constructive and positive manner. Communication, written or verbal is valued as part of the partnership between home and Think Like a Pony, with parents/carers encouraged to talk about any concerns they may have regarding their child or aspect of the service provided by Think Like a Pony.

Think Like a Pony is committed to providing a high-quality service. Comments received help to identify where services or procedures could be improved and are used as part of a process of continued quality improvement.

This policy is supported by a Complaints Procedure which is available to learners and parents/carers upon request. The Centre Manager has responsibility for the operation and management of the Complaints Procedure.

Initial Concerns

Think Like a Pony believes that most concerns and complaints can be dealt with by talking with mentors or the Centre Manager in the early stages. This can often prevent misunderstandings and concerns from escalating.

Formal Procedures

If early attempts to resolve the issue have been unsuccessful and the person raising the concern remains dissatisfied and requests to take the matter further, a formal complaint can be made and formal procedures will be initiated.

Time Limits

Complaints will be considered and resolved as quickly and efficiently as possible, with realistic time limits set.

Responsibility for Implementation and Review of Policy

The Centre Manager will be responsible for ensuring:

- The policy is brought to the attention of staff and complied with.
- The policy is brought to the attention of learners and parents/carers (a copy made available upon request)
- The policy is regularly monitored, reviewed within the management system and developed.

Complaints Procedure



Introduction

Think Like a Pony is committed to providing a high-quality service to all learners, parents/carers and statutory bodies working with Think Like a Pony learners. However, we understand that there will be times when a parent/carer will wish to make suggestions to improve our service or complain about the service offered. If someone does have a complaint, they can expect to be assisted in accordance with the procedure outlined below.

Aims and Objectives

A complaint will be treated as a demonstration of a valid concern, which requires a response. Think Like a Pony will give careful consideration to all concerns and complaints. The aim of the Procedure is to produce a resolution that everyone involved can agree upon, by:

- Fully investigating a complaint
- Keeping everyone involved informed of progress
- Respecting the confidentiality of all concerned
- Responding in a fair and reasonable manner

Informal Resolution

It is anticipated that most complaints and concerns will be resolved quickly and informally.

If a parent/carer has a concern or complaint they should normally discuss this with a senior instructor or Centre Manager if the concern is of a sufficiently serious nature, who will deal with the issue.

If the issue is not resolved within a reasonable period of time – normally 14 days – or initial discussions fail to arrive at a satisfactory conclusion, parents/carers will be advised how to proceed with their complaint according to the procedure.

Formal Complaints Procedure

Stage 1

If a parent/carer wishes to have the matter formally investigated, he/she should put their concern in writing to the Centre Manager by means of a complaints form (appendix 1). Help can be provided to complete the form, where required, by someone unconnected with the complaint. All the information to be considered must be included at the outset. Anonymous complaints will not be investigated.

The written complaint will be acknowledged within five working days. Once the Centre Manager is satisfied that all the relevant facts have been established, a decision will be made and parents/carers will be informed of this decision in writing within 28 days.

If the response fails to bring a satisfactory resolution, then parents/carers can write to the Senior Director within 14 days of receiving a written reply. Stage 2 of the Procedure is then invoked.

Stage 2

The written complaint will be acknowledged within five working days.



The Senior Director will review the way in which the complaint has been handled and ensure that the issues have received fair and proper consideration within the Procedure. A reply will be given with the outcome of this process within 14 days of receiving the complaint.

If the complaint has still not been resolved to the satisfaction of the parent/carer, the parent/carer has a right to ask for Stage 3 of the Procedure to be invoked by writing to the Board of Directors.

Stage 3

Within 21 days of receipt of the letter, the Board of Directors will meet with the senior managers to consider the complaint and make a final decision. At least one member of the panel will be independent of the day to day running of Think Like a Pony.

The parent/carer will have the opportunity to attend the meeting and be accompanied if they so wish.

The panel will make findings and recommendations and stipulate that the complainant, Senior Director, Centre Manager, and where relevant the person complained about, will be given a copy of any findings and recommendations.

The panel's decision will be final and the complainant will be told of its findings within five days of the hearing.

Written Records

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.

All correspondence, statements and records relating to individual complaints will be kept confidential.

Monitoring and Review

The Centre Manager will record all formal complaints received and how they were resolved. These records will be regularly monitored and reviewed within the quality management system and consideration given to the need for any changes to the procedure.

Contact Details –

Senior Director & Founder Lynn Henry - 07701290361

Jackie Michaels – Centre Manager & Director – info@thinklikeapony.co.uk Kate Reed – Youth & Family Development Manager & Director – kate.reed@thinklikeapony.co.uk

Sophie Hildreth – Director – sophie@thinklikeapony.co.uk

APPENDIX 1

DETAILS OF COMPLAINT – TO BE COMPLETED BY PERSON MAKING COMPLAINT



If the concern or complaint cannot be resolved on an informal basis and the complainant wishes to take the matter further, please complete this form and send it to the Centre Manager (if the complaint is regarding the Centre Manager, the form should be sent to the Senior Director). A copy of the Complaints Procedure is attached to this form.

Complaint Reference:	
Name of complainant:	
Learner's name:	Leaners DoB:
Relationship to Learner:	
Address:	
Post Code:	Tel No:
Outline of complaint, including dates of actions (please use additional sheet if necessary):	
Action taken by person making complaint, together with dates, to try to resolve the complaint, who was spoken to and what was the response?	
What action does the complainant feel might resolve the problem at this stage?	
Please give details of any attached paperwork, if relevant:	
Signature:	Date:

APPENDIX 2

STAGE 1 – TO BE COMPLETED BY CENTRE MANAGER (or Senior Director if complaint regarding Centre Manager).

On receipt of completed complaints form, a copy must be attached and sent with this form to the Senior Director.



Complaint Reference:	
Name of Complainant:	
Learner's Name:	Leaners DoB:
Date Form Received:	Date Form Acknowledged:
Person Appointed to Investigate:	
Name:	Position:
Decision on complaint:	
Upheld <input type="checkbox"/> Partially Upheld <input type="checkbox"/> Not Upheld <input type="checkbox"/>	
Include further details if relevant:	
Date of letter to complainant advising outcome:	
(If complaint is not upheld, letter should advise complainant of next stage of complaints process)	

APPENDIX 3

STAGE 2 – TO BE COMPLETED BY SENIOR DIRECTOR

To be completed on receipt of letter from complainant advising they are not satisfied with the outcome of Stage 1 investigation.

Complaint Reference:

APPENDIX 4



STAGE 3 – TO BE COMPLETED BY BOARD OF DIRECTORS

To be completed on receipt of letter from complainant advising they are not satisfied with the outcome of the Stage 2 investigation.

Complaint Reference:					
Name of Complainant:					
Learner's Name:	Learners DoB:				
Date letter Received:	Date letter Acknowledged:				
Panel Appointed: <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Names:</td> <td style="width: 50%;">Positions:</td> </tr> <tr> <td style="height: 150px;"></td> <td></td> </tr> </table>		Names:	Positions:		
Names:	Positions:				
Decision on complaint: Upheld <input type="checkbox"/> Partially Upheld <input type="checkbox"/> Not Upheld <input type="checkbox"/> Include further details if relevant: <div style="height: 150px;"></div>					
Date of letter to complainant advising outcome: If complaint is not upheld, letter should advise complainant this is final stage of Complaints process.					

REGISTER OF FORMAL COMPLAINTS



<u>Date Formal Complaint Received</u>	<u>Ref. No.</u>	<u>Name & Address of Complainant</u>	<u>Brief Description of Complaint</u>	<u>Time Taken to Resolve Complaint</u>	<u>Outcome</u>

DOCUMENT CONTROL SHEET

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