



EARLY STEPS SEND CONSULTANCY

Complaints Policy

2026

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Complaints Policy

Issue Date: 27 February 2026

1. Business Details

Business Name: Early Steps SEND Consultancy

Consultant: Miss Laura Hanson

Telephone: 07581 208721

Email: laura.senco@earlystepssend.co.uk

Website: www.earlystepssend.co.uk

2. Policy Statement

Early Steps SEND Consultancy is committed to delivering high-quality SEND consultancy services. Complaints are viewed as an opportunity to improve practice and strengthen accountability.

This policy ensures complaints are handled fairly, consistently, and transparently.

3. Informal Resolution

Concerns should initially be raised directly with Miss Laura Hanson.

Where appropriate, an informal discussion will take place within five working days to resolve the matter promptly.

4. Formal Complaints Procedure

If the matter cannot be resolved informally, a formal complaint must be submitted in writing.

Written complaints will be acknowledged within five working days. An investigation will be completed within fourteen working days unless the matter is complex, in which case the complainant will be informed of revised timescales.

A written response outlining findings, actions taken and any recommendations will be provided.

5. Record Keeping

A confidential complaints log will be maintained.

Records will include date received, nature of complaint, investigation actions and outcome.

Records will be retained for a minimum of three years in line with governance requirements.

6. Escalation and External Contacts

If the complainant remains dissatisfied, they may seek independent advice or escalate to the relevant local authority if services were commissioned.

Where a complaint relates to safeguarding or allegations against the Designated Safeguarding Lead, the matter will be referred directly to the Local Authority Designated Officer (LADO).

South Tyneside LADO Contact Details:

Telephone: 0191 424 5723

Email: lado@southtyneside.gov.uk

7. Safeguarding-Related Complaints

Any complaint that raises safeguarding concerns will be managed in accordance with the Safeguarding and Child Protection Policy.

If a child is at immediate risk of harm, emergency services will be contacted via 999.

8. Whistleblowing

Any concerns regarding malpractice, professional misconduct or safeguarding failures may be raised under the Whistleblowing Policy.

Whistleblowers will not suffer detriment for raising genuine concerns in good faith.

Complaints Log Template

Complainant Name:

Date Received:

Nature of Complaint:

Investigation Actions:

Outcome:

Closed Date:

Policy Approval and Review

Approved by: Miss Laura Hanson

Role: Early Years SENCO Consultant, Designated Safeguarding Lead and Data Controller

Signature: _____

Date: 27 February 2026

Next Review Date: February 2027