



ND SEND Specialists Ltd

07979 311812

info@nd-send-specialists.co.uk

<http://nd-send-specialists.co.uk>

ND SEND Specialists Ltd.

Complaints & Escalation Policy

Designation	Name	Date	Signature
Director	Joanna Roberts	10/01/2025	J. Roberts

Monitoring & Evaluation	
Original implementation date:	10/01/2025
Review Frequency:	Annually
Date of Next Review:	10/01/2026
Review Delegated To:	N/A

Document Version Control

Version	Changes Made	Date
1.0	Initial Set-up of Policy	10/01/2025
1.1	Updated to include handling of sensitive data information	08/05/2025



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ND SEND Specialists Ltd. Complaints & Escalation Policy

1. Purpose and Scope

ND SEND Specialists Ltd is committed to delivering a high standard of service. We welcome feedback and aim to address concerns and complaints promptly, fairly, and transparently. This policy outlines how individuals can raise a complaint, how it will be handled, and the steps for escalation if necessary.

This policy applies to children and young people (CYP), parents and carers, education providers, and other stakeholders engaging with ND SEND Specialists Ltd.

2. Principles

- All complaints will be taken seriously and treated with fairness, respect, and without prejudice.
- Complaints will be addressed as promptly as possible, with clear communication throughout the process.
- Complainants will not be penalised or victimised for raising genuine concerns.
- Where appropriate, learning from complaints will be used to improve future practice.

3. Informal Resolution

In many cases, concerns can be resolved quickly through informal discussion. Individuals are encouraged to raise concerns verbally or via email in the first instance. Every effort will be made to resolve issues amicably and at the earliest opportunity.

4. Formal Complaint Procedure

If a complaint cannot be resolved informally, a formal complaint may be submitted in writing to:

Email: info@nd-send-specialists.co.uk

Postal Address: 35 Archery Road, Cirencester, GL7 1AS

The written complaint should include:

- The nature and details of the concern
- When and where the issue occurred
- Any actions already taken



- The outcome being sought

5. Acknowledgement and Investigation

- Complaints will be acknowledged within five working days.
- The complaint will be investigated thoroughly and objectively.
- A written response will normally be provided within 15 working days. If additional time is required, the complainant will be informed of the revised timeframe.

6. Handling of Sensitive Information

All information shared as part of a complaint will be handled confidentially and in line with the Data Protection Act 2018 and UK GDPR.

- Information will be shared only on a need-to-know basis or where there is a legal or safeguarding obligation.
- Records will be securely stored and retained in accordance with data protection and safeguarding requirements.
- Complainants have the right to access or request correction of their personal data held by ND SEND Specialists Ltd.

7. Outcome and Next Steps

If the complaint is upheld, appropriate action will be taken to address the issue. If the complainant is not satisfied with the outcome, they may:

- Request a review of the decision
- Escalate the matter to a relevant professional body or independent organisation such as the Local Authority or the SEND Tribunal (for education-related matters)

8. Monitoring and Review

Complaints are logged and reviewed to identify trends and support continuous improvement. This policy is reviewed annually or following a significant complaint or change in legislation.



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9. Unreasonable Complaints

While ND SEND Specialists Ltd aims to resolve all complaints, persistent, vexatious, or malicious complaints may result in limited responses or referral to legal counsel, where appropriate.