

Complaints procedure

Statement of intent

Calming Influences believes that students are entitled to expect courtesy, a good standard of teaching, and a clean safe environment to learn. We welcome suggestions on how to improve Calming Influences and will give prompt and serious attention to any concerns about the running company. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

This complaints procedure includes any complaints including those arising from the GDPR regulations.

Aim

We aim to bring all concerns about the running of Calming Influences to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

Stage 1

- Any student who has any problem with any aspect of Calming influences services should first of all discuss the problem with the appropriate member of staff.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the student moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Calming Influences Principal.

Stage 3

- The student requests a meeting with the School Principal and Calming Influences Secretary. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Accrediting Body

Where Calming Influences courses are accredited by an external body, and the complaint cannot be satisfactorily resolved internally the complaint should be escalated to the accrediting body.

Records

A record of complaints against our school and/or staff is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at a meeting of Calming Influences Ltd. 5th January 2006.

Reviewed:	14 th March 2007	11 th March 2008	2 nd March 2009
	15 th March 2010	18 th March 2011	14 th March 2012
	12 th June 2013	18 th September 2013	1 st July 2014
	1 st July 2015	1 st July 2016	26 th July 2017
	28 th July 2018	1 st June 2019	1 st October 2020
	3 rd May 2022	2 nd June 2024	5 th June 2025
	28 th May 2025		

Signed on behalf of Calming Influences by Jackie James (Principal)