

## COMMENTS AND COMPLAINTS PROCEDURES

Our Redoor Education aims to provide a safe, stimulating and caring environment where children, young person and their families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We welcome comments from parents and students no matter negative or positive, as we made with the child's interest at heart.

We hope that you will be happy with our service and accommodation. Please tell us immediately if you have a problem of any sort so that we can help. However, if you wish to make a complaint, we have the following procedure:

### Procedures

#### Step 1:

Parents wishing to make concerns known to Redoor Education should first talk to the Duty manager, phone number: 07985106112 for their child. Most problems can be sorted out quickly in this way, and any problems should be resolved within a reasonable time-scale, but this may vary depending on the problem.

#### Step 2:

The next step of complain procedure is to talk to our senior manager team, Head office number: 02076924797, Monday – Friday 9:00-17:00. Or you can always send an email to [info@myredoor.com](mailto:info@myredoor.com) or written complain letter to Redoor Education Ltd, 35 Berkeley Square, Mayfair, London, W1J 5BF, UK

#### Step 3:

If the situation is not resolved, complaints may be referred by AEGIS in writing to:  
The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire GL10 3RF  
Tel: +44 (0) 1453 821293

If we receive a complaint we will:

- Investigate the complaint relating to requirements and notify complainants of outcome of the investigation within 7 days from the date the complaint was made.
- Keep a written record of all complaints, any action taken, the outcome of any investigation, and provide a summary on request to any parent of a student.
- Provide Aegis, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- Retain records for a period of at least three years from the date which the record was made.