

Complaints Policy

The Signing Company and their franchisees (and contractors) aim to work in partnership with all parents, early years settings and childcare professionals to deliver the best service they can.

If there is any aspect of our service you are not happy with, please firstly approach your teacher who will make every effort to resolve the issue through frank and open discussion.

If you remain dissatisfied with the outcome, then you can escalate the complaint formally in writing or by email to:

Rebecca Reynolds, The Signing Company director, 4 Mattocke Road, Hitchin, Herts. SG5 2NZ

Tel: 07813 315914 (text only)

Email: enquiries@thesigningcompany.co.uk

We will keep a written record of all complaints and their outcome for at least two years. We will reply within 2 weeks of the complaint.

We will record the following information:

- The name of the person making the complaint.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

APPEAL PROCEDURE:

Should you not be satisfied with the way the issue was resolved, you may appeal again within 2 months of the initial complaint.

Date reviewed: 23rd February 2024

Date of Next Review: 22nd February 2026