

# Complaints Policy & Procedure



## Our Commitment

Rock School Bus is committed to providing high-quality services and to monitoring its own performance. We take all necessary steps to maintain and improve standards where required. We recognise that occasionally things may go wrong, and when they do, Rock School Bus is committed to responding effectively to ensure the issue is resolved and does not recur. We regard comments and complaints as an important source of information to help us improve our services and maintain high standards.

## What is a Complaint?

A complaint is any written or spoken expression of dissatisfaction with Rock School Bus and its services, whether made formally or informally, after a clear explanation of the point at issue has been provided.

## How to Make a Complaint

Complaints can be made to any member of staff, either in person, by telephone, or in writing via letter or email. Complainants may choose to address the matter through correspondence or at a meeting. A friend, advisor, or representative may accompany the complainant during any meetings.

## Response to Complaints

All complaints will be treated seriously and with confidentiality, regardless of how they are received. Rock School Bus will address complaints quickly, politely, and informally where appropriate, for example by phone. We will apologise if mistakes have occurred, provide clear explanations of any action taken, avoid jargon, and ensure facts are accurate. Contact information will be provided to enable further enquiries.

If the complainant remains dissatisfied at this stage, we will explain how to escalate the complaint, request that the complaint be submitted in writing, acknowledge receipt promptly, and undertake a full investigation. A written response will be provided within ten working days. Once the matter is resolved, we may ask the complainant for feedback on how similar issues could be avoided in the future.

## Complaints Procedure

Complainants are encouraged, in the first instance, to speak directly with the relevant staff member. If the matter is not resolved, it may be referred to the appropriate organisational position. Should the complainant remain dissatisfied or wish to escalate the matter formally, they should submit their complaint in writing to the designated position or, if the complaint concerns that staff member, to the Director. All complaints will be logged and formally acknowledged within five working days.

Each complaint will be thoroughly investigated, and a written response will be provided within ten working days, outlining how the matter will be resolved. If a full response cannot be issued within this period, an interim update will be provided detailing the actions taken or under consideration. Complainants will be informed of progress at intervals not exceeding fifteen working days. If a complaint cannot be resolved, the Director will report the matter to the next Rock School Bus meeting, which will determine further steps. All complaints will be treated confidentially. The complaints log will be regularly monitored and reviewed annually.

### **Habitual or Vexatious Complaints**

A complainant may be deemed habitual or vexatious if, based on previous or current contact, they meet two or more of the following criteria: they persist in pursuing a complaint despite the complaints procedure having been fully implemented and exhausted; they repeatedly change the subject or raise new issues to prolong the process; they refuse to accept factual evidence or deny receipt of adequate responses; they fail to clearly identify specific issues despite reasonable assistance; they focus excessively on trivial matters; they have threatened or used physical violence towards staff; they place unreasonable demands on staff; they are verbally aggressive or abusive; or they record meetings or calls without consent.

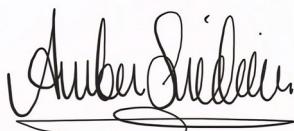
Where a complainant has been identified as habitual or vexatious, the appropriate organisational representatives will determine how to proceed. Possible actions include setting out, in writing, the terms under which the complaint may continue to be processed, limiting contact methods, notifying the complainant that no further correspondence will be entertained, temporarily suspending communication while seeking legal advice, or, in extreme cases, pursuing legal remedies. The complainant will be informed of the decision and the reasons for this classification, and records will be maintained for future reference.

The status of habitual or vexatious complainants will be monitored by the Directors. If the complainant demonstrates a more reasonable approach over time, or submits a new complaint suitable for the standard complaints procedure, their status may be reviewed.

### **Document Retention and Record Keeping**

All documents and records relating to complaints must be retained for a minimum of three years. For complaints that are formal or contain safeguarding information, records must be retained for six years. All records should demonstrate the support provided to all parties during the receipt, investigation, and resolution of complaints.

Signed:



Author Name & Job Title: Amber Sinclair, Director

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Next Review: Dec 2026