Complaints and Compliments Policy

Effective Date: April 2026

Review Date: April 2027

At Life Journey Academy Ltd we are committed to providing high-quality support and services to children, young people, adults, families, schools, commissioners, and partner organisations. We value your feedback, whether it's a compliment about something we've done well or a complaint about an area where we can improve. This policy outlines how we handle both complaints and compliments to ensure your voice is heard and acted upon appropriately.

Our Commitment to You

- We will listen to your feedback with respect and fairness.
- We will address complaints promptly, efficiently, and in line with UK regulations.
- We will use compliments to recognise our team's efforts and continually improve our services.

Complaints Procedure

We aim to resolve any issues you may have quickly and fairly. If you're unhappy with any aspect of our support, provision or service, please let us know using the steps below.

Step 1: Contact Us

How to Complain: You can submit a complaint by:

Email: contact@ljacademy.co.uk
Phone: 07765802889

What to Include: Please provide your name, contact details, and a clear description of your complaint, including relevant dates, session details, or staff involved where appropriate.

When to Expect a Response: We will acknowledge your complaint within 3 working days of receiving it.

Step 2: Investigation and Resolution

- We will investigate your complaint thoroughly and aim to provide a full response within 10 working days. If it takes longer due to complexity, we'll keep you updated on our progress.
- Our team will work to resolve the issue, which may include offering an apology, clarification, additional support, review of practice, or another appropriate resolution.

Step 3: If You're Not Satisfied

- Where the original complaint was handled by Lee Johnson, escalation will be reviewed by Natalia Krasnianska as co-director, to ensure an independent perspective. Where a complaint relates to both directors, the complainant will be directed to the relevant external option at that stage.
- We will review the matter again and respond within 5 working days of your escalation.

External Options: If we cannot resolve your complaint to your satisfaction, you may wish to contact the relevant local authority commissioning team if your placement is LA-funded, or seek independent advice through Citizens Advice or the Local Government and Social Care Ombudsman where applicable. We will provide relevant contact details in our final response.

Compliments Procedure

Positive feedback is genuinely valued. It helps us recognise good practice and maintain the standards we hold ourselves to.

How to Share a Compliment

Contact Us: You can send your compliments via:

Email: contact@ljacademy.co.uk
Phone: 07765802889

What to Include: Feel free to tell us what you liked, including details like staff names or specific experiences.

What We Do with Compliments

- We'll pass your feedback to the relevant team members and managers to recognise their efforts.
- We may ask your permission to share your kind words (anonymously or with your name) on our website, social media, or organisational materials.

Our Standards

- **Confidentiality:** We handle all feedback in line with our Privacy Policy and the UK.
- General Data Protection Regulation (UK GDPR). Your personal information will only be used to address your complaint or compliment.
- **Accessibility:** We're here to support everyone. If you need this policy in an alternative format (e.g., large print, audio), please let us know.
- **Monitoring and Improvement:** We regularly review feedback to improve our services and ensure we meet your expectations.

Contact Us

If you have any questions about this policy or need help submitting feedback, please reach out:

- Email: contact@ljacademy.co.uk
- Phone: 07765802889

Thank you for choosing LJ Academy Ltd. Your feedback helps us grow and serve you better." This reads as a customer service template. Remove it entirely. The policy ends cleanly at the contact details.