



Complaints Policy

Northamptonshire Education Wellbeing and Teaching Services (NEWTS) is dedicated to providing the best possible services to its clients. This means having a clear, fair, and efficient procedure for dealing with any complaints so that any issues that arise can be dealt with as swiftly and effectively as possible.

If you feel NEWTS has not met this standard or that we can improve our service do contact us.

If you have a complaint, we aim to ensure that:

- We treat your complaint seriously;
- We deal with your complaint promptly and in confidence;
- We explain what happened and, where required and possible, put it right;
- We learn from complaints and use them to review and improve our services. The NEWTS Complaints procedure is designed to deal equitably and transparently with any complaints made against NEWTS.

Complaints against NEWTS

If you are unhappy with the service we have provided, please address your concerns to:

Stephanie Rumney or Amy Coombes

9 Strixton Manor Business Park

Strixton

Northants

NN29 7PA

Or via email: stephanie@src-ed.co.uk or amy@bigpictureeducation.co.uk

NEWTS will endeavour to send a written response within 10 working days from receipt of your written request.