

 Soundswell Speech & Language Therapy Solutions	Complaints procedure Reviewed annually (by 31st August) Next review due: 2026
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Soundswell contracts with schools and settings to provide speech and language therapy for children and young people up to the end of key stage 4 and beyond. We are proud of the standard of service provided by our team. We accept, however, that from time to time, there may be difficulties or misperceptions requiring resolution. Our process is in 3 stages. Each stage provides an opportunity for concerns to be satisfactorily resolved.

Stage 1: informal

In the first instance, if you are:

- a parent or carer, please raise your concern with the SENDCO (or your child's class teacher) in the school or setting
- a member of staff in a setting, please speak directly to your therapist

Stage 2: formal

If you are:

- a parent or carer, the SENDCO will arrange a meeting with both you and the therapist, where concerns to be discussed
- a member of staff in a setting, the therapist will share your concerns with Soundswell directors and member/s of the senior leadership team

Stage 3: resolution

If you are a parent or carer and the outcome of the stage 2 meeting is unsatisfactory, *either*:

- you may withdraw your consent for treatment
or
- the therapist may conclude his/her involvement

If you are a member of staff and the outcome of stage 2 is unsatisfactory, Soundswell directors will arrange to meet with the *responsible officer in your setting.

In the unlikely event that resolution is not possible at the end of the process, either side may give notice of termination as per the conditions identified in the contract.

*Responsible officer is usually the signatory on the contract (either the head teacher of SENDCO)