

Rainbow Trees Pathway

Hello@rainbowtreespathway.co.uk
www.rainbowtreespathway.co.uk



Complaints Policy

Approved by: Founder of Rainbow Trees Pathway

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Version: 1.1

1. Policy Statement

At Rainbow Trees Pathway, we are committed to delivering the highest possible standards in the support, services, and guidance we provide. We value all feedback and view complaints as an opportunity to reflect, grow, and strengthen our relationships and impact.

We take every complaint seriously and aim to respond in a way that is fair, timely, confidential, and accessible to everyone.

This policy outlines how individuals or organisations can raise a concern and how we will respond, including matters relating to **data protection and GDPR**.

2. Scope

This policy applies to all work carried out by Rainbow Trees Pathway within the UK.

A complaint can be made by:

- Any individual or family we work with
- Partner organisations or professionals
- Supporters or funders
- Any member of the public, organisation, or company



3. What is a Complaint?

A complaint is any expression of dissatisfaction about something Rainbow Trees Pathway has done or failed to do, or about the conduct of someone representing us.

Examples include:

- Concerns about the quality of our support or services
- Concerns about how we communicate or represent our work
- Concerns about the behaviour of staff, contractors, or volunteers

Complaints must relate to something Rainbow Trees Pathway is responsible for or has reasonable influence over.

This policy does not cover:

- General enquiries
- Requests for information
- Contractual or legal disputes (addressed through separate processes)
- Requests to amend records or unsubscribe from communications (*see Data Protection section*)
- Matters already under investigation by a statutory body (e.g. Ofsted, the Charity Commission, or the police)

4. Legal Compliance

This policy is written in line with relevant English law, including:

- Consumer Rights Act 2015 (where applicable)
- Data Protection Act 2018 and UK GDPR
- Equality Act 2010

We will provide reasonable adjustments where needed to help someone raise a complaint.

5. Informal Complaints

We encourage individuals to raise concerns informally with any member of our team whenever possible. We will always do our best to resolve issues quickly, respectfully, and fairly.

If informal resolution is not successful or not appropriate, the formal process can be used.



6. Making a Formal Complaint

Formal complaints should be made in writing by the individual concerned or someone acting on their behalf (with permission).

Complaints can be submitted by email to:

hello@rainbowtreespathway.co.uk

Or via feedback form on our website

We aim to:

- Acknowledge all formal complaints within **5 working days**
- Acknowledge in all cases within **30 calendar days**
- Respond fully within **20 working days**, unless the issue is particularly complex



7. Who Can Make a Complaint?

Anyone who has had direct involvement with Rainbow Trees Pathway or who believes our conduct has affected them or others can make a complaint.

Employees or volunteers should use internal procedures (e.g. grievance, safeguarding, or whistleblowing policies).

8. Serious Concerns

Complaints involving safeguarding, fraud, or serious misconduct will be managed under Rainbow Trees Pathway Safeguarding and Child Protection Policy, Whistleblowing Policy, or other relevant frameworks.

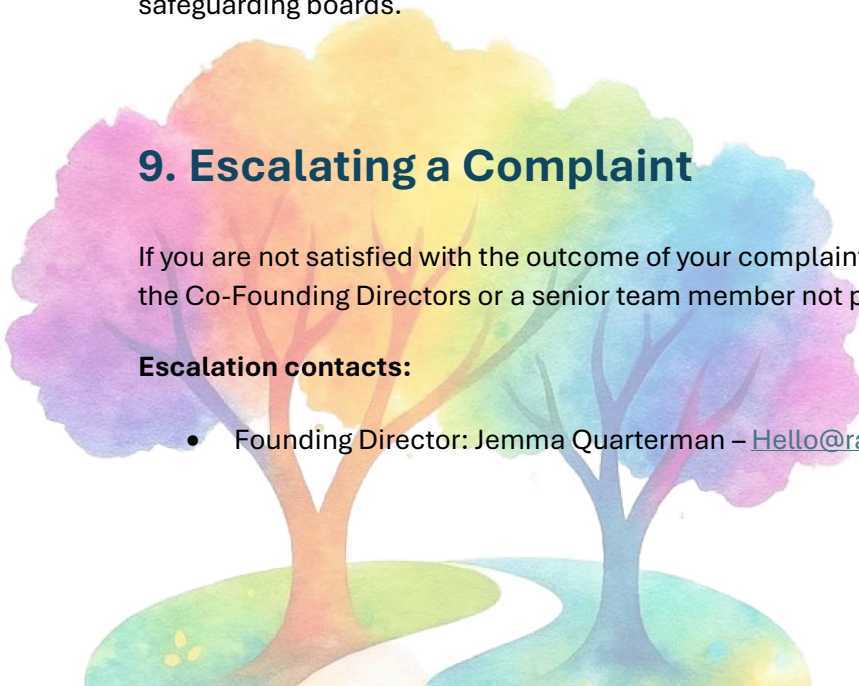
Where required, we will refer matters to statutory agencies such as the police or local safeguarding boards.

9. Escalating a Complaint

If you are not satisfied with the outcome of your complaint, you may ask for a review by one of the Co-Founding Directors or a senior team member not previously involved.

Escalation contacts:

- Founding Director: Jemma Quarterman – Hello@rainbowtreespathway.co.uk



- Head of Services- Kate Squires –
rainbowtreespathway@gmail.com

If your concern involves the Founder or you prefer an alternative route, you may escalate accordingly.



10. Data Protection & GDPR Complaints Procedure

Rainbow Trees Pathway is committed to complying with the Data Protection Act 2018 and UK GDPR.

We also recognise guidance from the Information Commissioner's Office (ICO).

10.1 What is a Data Protection Complaint?

A data protection complaint may relate to:

- How personal data is collected, stored, or used
- Concerns about sharing data without consent or lawful basis
- Requests to access, correct, or delete personal data
- Data breaches or suspected misuse of information
- Failure to respond appropriately to data protection rights requests

10.2 How to Make a Data Protection Complaint

Data protection complaints should be made in writing or via email to:

hello@rainbowtreespathway.co.uk

We also accept complaints via:

- Email
- Letter
- Verbal communication
- Through a representative or staff member

Please include:

- Your name and contact details
- Details of your concern



- Any relevant information or dates



10.3 Our Response Times

We aim to:

- Acknowledge within **5 working days (internal target)**
- Acknowledge in all cases within **30 calendar days (ICO good practice expectation)**
- Provide a full response within **20 working days**, or advise if more time is required

10.4 Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where legally applicable)
- Object to or restrict processing
- Request data portability (where applicable)

These rights will be respected in line with legal requirements.

10.5 Escalation to the ICO

If you remain dissatisfied after our internal process, you have the right to escalate your concern to:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

11. Record Keeping and Confidentiality

All complaints will be recorded and stored securely in accordance with our Data Protection Policy.

Personal data will only be used for the purpose of handling the complaint and will not be shared unnecessarily.

Anonymous complaints will be reviewed at the discretion of the Directors.



12. Monitoring and Review

Rainbow Trees Pathway monitors complaints to support learning and continuous improvement.

This policy will be reviewed annually to ensure it remains legally compliant and reflects good practice.

