

**Rainbow Trees Pathway Limited**  
[Hello@rainbowtreespathway.co.uk](mailto:Hello@rainbowtreespathway.co.uk)  
[www.rainbowtreespathway.co.uk](http://www.rainbowtreespathway.co.uk)



## **Rainbow Trees Pathway**

Complaints Policy Approved by: Founder of Rainbow Trees Pathway

Date Approved: 1 Dec 2025

Next Review Due: 1 Dec 2026

Version: 1.0 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

### **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
- 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 (regarding personal data)
- 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 an informal approach doesn't resolve the matter or if the person prefers to make a formal complaint they may follow the process outlined below.

## **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](mailto:hello@rainbowtreespathway.co.uk). We aim to acknowledge all formal complaints within 10 working days and respond in full 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 our 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's 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 the independent advisory board.

Contact for escalation: [Advisoryboard.rainbowtreespathway@outlook.com](mailto:Advisoryboard.rainbowtreespathway@outlook.com)

If your concern involves the Founder, or you prefer to speak with someone else, you may escalate to

• Head of services Kate Squires –  
[Rainbowtreespathway@gmail.com](mailto:Rainbowtreespathway@gmail.com)

If you would like to escalate your complaint to our independent advisory board. Please email

[Advisoryboard.rainbowtreespathway@outlook.com](mailto:Advisoryboard.rainbowtreespathway@outlook.com)



#### **10. 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 Founder and Data Protection Officer.

#### **11. 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

