



## **Harmony CBC Complaints procedure.**

All complaints will be handled sensitively and most concerns can be dealt with by talking directly to your child's key worker.

If this is not possible for any reason then speak to the Principle Harmony Consultant, or follow the steps below.

### **If your complaint is about The Harmony Centre or service**

Please follow Step 1 below and contact the The Principle Harmony Consultants - either Sarah Baker or Victoria Balls

### **If your complaint is about the Consultants**

Please go directly to Step 2 below and contact you local education authority.

#### **Step 1**

If you make a complaint, the Principle Consultants will investigate it and contact you with a reply.

#### **Step 2**

If you are unhappy with the way the Principle Consultants have dealt with your complaint, or if your complaint is about the Principle Consultants, you should contact your local education authority for advice.

#### **Step 3**

If you are unhappy with the way the local education authority if dealt with your complaints, you will need to send your complaint to the Secretary of State for Education.

### **Secretary of State for Education**

Making a complaint to the [Department for Education](#) should only happen after other routes have been followed. The exception to this may include such matters as child protection, or where a child is missing education.

### **Legal advice**

You can get free legal advice on matters relating to children's education from your local Citizens Advice Bureau