



Making a Complaint– Learners Guide





MIAG (Meeting Individual Aspirations & Goals)

Learner Guide to Complaints Policy

“If something feels wrong – speak up. We will listen.”

What is a Complaint?






A complaint is when you feel:

-  Something's unfair
-  Someone hasn't treated you kindly or respectfully
-  You don't feel safe or listened to
-  Something at MIAG doesn't feel right

It's okay to speak up. We want to know how you feel so we can make things better.





Who Can You Talk To?

You can talk to:

-  Your key worker
-  Any staff member you trust
-  The ALP Centre Manager at MIAG
-  The SENCO/DSL
-  Or ask someone to help you speak up

You can also write it down, draw it, or ask a parent/carer to help you.

What Happens When You Complain?

-  **We listen** – you will be taken seriously
-  **We talk with you** – to understand what's happened
-  **We try to fix it** – quickly and fairly
-  **We check in** – to make sure you're okay

If you're still not happy, you can ask for a meeting or get support from a parent/carer.





Will You Get Into Trouble?

No. Never!

It's okay to make a complaint. We will not be angry with you. You won't get into trouble for telling the truth.

Need Help Speaking Up?

You can:

-  Use a complaint form (ask staff)
-  Write us a note
-  Talk to your parent or carer
-  Email admin@miag.co.uk

We'll help you every step of the way.

Our Promise to You:

- We will **listen**
- We will **take you seriously**
- We will **do our best to make things better**
- We will **keep it private**