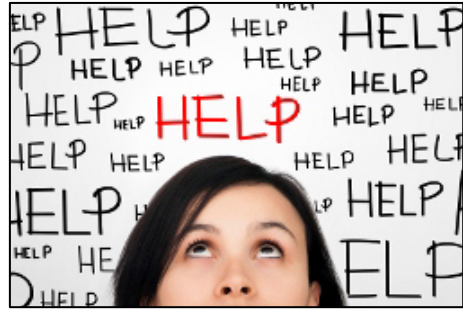




Complaints

If you feel you have been treated unfairly, or you are unhappy or worried about something at Apricot, we want you to tell us so that we can try to make things better.

We want to listen to you.

You can tell us by:

- 🍎 Talking to your teacher or another member of Apricot staff you trust.
- 🍎 Asking for a private 1:1 session with a member of staff you trust so that you can talk things through.
- 🍎 Asking your parent/carer or another trusted adult to help you make a complaint if you would find this easier.

We will listen to what you tell us and take your concerns seriously. We will normally contact you within 24 hours to let you know what will happen next.

Still worried?

If you don't feel that your concern has been sorted out, or you think the matter is serious, you can take your complaint further.

You can put your complaint in writing or ask a trusted adult to help you do this.

Apricot will look into your complaint and, where appropriate, may speak to your parent/carer and/or the school or local authority responsible for your placement.

We will keep you informed about what is happening and aim to respond as quickly as possible in line with Apricot's Complaints Policy and Procedure.

Need to tell us something?

You can contact Apricot HQ at:

jodie@apricotlearningonline.co.uk

amy@apricotlearningonline.co.uk

If your complaint tells us that you or another young person may be unsafe, we will follow Apricot's safeguarding procedures to make sure the right people can help.