



APEX EDUCATION COMPLAINTS STATEMENT

Policy approved by: **Directors**

Date reviewed: **August 2024**

Next review date: **July 2027**

Complaints Statement:

At Apex Education, we take concerns brought to our attention very seriously and will always, within reason, try to remedy them. We encourage parents, carers and service users to bring concerns to our attention and promote an open dialogue. To investigate complaints properly and fairly, we have a 2 staged complaints procedure. Our aim is always that complaints and concerns can be resolved at the stage 1 level.

We expect members of our staff to be addressed in a respectful manner and for communication to remain calm at all times. Repetitious or vexatious complaints are not tolerated and advice will be sought from external professionals if this becomes an issue.

Concerns should be brought to our attention as soon as possible. Any matters raised more than 3 months after the incident will only be considered if there is a good reason for the delay or the complaint is about a particularly serious matter. A record of complaints is kept securely including at what stage they were resolved and action taken as a result.

Table of complaints procedure:

Stage 1 (Informal stage)	<p>Parent or Service user brings the complaint to the attention of a member of staff</p> <p>↓</p> <p>Apex Education try to resolve the issue within 15 working days</p> <p>↓</p> <p>If no satisfactory solution has been found, parent or service user to be advised that they should proceed to stage 2.</p>
Stage 2 (Formal Written Complaint)	<p>The complaint is put in writing within 15 working days</p> <p>↓</p> <p>The complaint is acknowledged within 5 working days</p> <p>↓</p> <p>A Meeting is arranged within 10 working days(Where appropriate) to discuss the matter and a written response is sent in writing within 5 days of the meeting</p>