

Complaints Policy for Alt-Ed Lincs 2025

At Alt-Ed Lincs, we strive to provide a high-quality alternative educational provision for our students. However, we understand that there may be occasions where individuals have concerns or complaints about our services. We take all feedback seriously and are committed to addressing any issues promptly and fairly. This policy outlines the process for making a complaint and the steps we will take to resolve it.

1. Scope:

This policy applies to all students, parents, guardians, staff, and stakeholders of Alt-Ed Lincs.

2. Definition of a Complaint:

A complaint is defined as an expression of dissatisfaction regarding any aspect of our services, including but not limited to teaching, curriculum, facilities, staff conduct, or administrative processes.

3. Informal Resolution:

We encourage individuals with complaints to first attempt to resolve the issue informally. This can be done by speaking with the relevant staff member, the class teacher, or the Head of School. They will listen to your concerns and work towards finding a satisfactory resolution.

4. Formal Complaint Procedure:

If an informal resolution is not possible or if the complaint remains unresolved, the following formal procedure should be followed:

a) Submitting a Complaint:

Complaints should be made in writing and addressed to the Head of School. You can send your complaint via email or post. Please include the following details:

- Your full name and contact information
- A clear description of the complaint, including relevant dates and individuals involved
- Any supporting documentation or evidence

b) Acknowledgment and Investigation:

Upon receipt of a formal complaint, the Head of School will acknowledge the complaint within five working days. An investigation will be conducted to gather all necessary information and evidence.

c) Resolution and Response:

We aim to resolve formal complaints within 20 working days. The Head of School will provide a written response outlining the findings of the investigation and any actions taken or proposed to address the complaint.

d) Appeal:

If the complainant remains dissatisfied with the outcome, they have the right to appeal. The appeal should be made in writing within ten working days of receiving the response. The appeal will be reviewed by a designated senior staff member not previously involved in the complaint.

e) Final Decision:

The final decision on the complaint will be communicated in writing within ten working days of the appeal being received. This decision will be considered final, and no further internal avenues of appeal will be available.

5. Confidentiality and Record Keeping:

All complaints and related records will be treated with strict confidentiality. Information will only be disclosed to individuals directly involved in the complaint and its resolution. Records will be kept for a period of five years.

6. External Bodies:

If the complainant remains dissatisfied with the resolution provided by Alt-Ed Lincs, they have the right to escalate the complaint to relevant external bodies, such as the local authority or regulatory agencies.

Alt-Ed Lincs is committed to continuously improving our services, and your feedback is invaluable in helping us achieve this goal. We encourage open communication and prompt resolution of any concerns or complaints.