



# ON THE STREETS EDUCATION

## Complaints Policy

Created: February 2026

Review Date: February 2027

### 1. Purpose

This complaints procedure is designed to:

- Ensure **all complaints are taken seriously** and handled fairly.
- Provide a **clear, structured pathway** for resolving issues.
- Promote **trust and transparency** between staff, pupils, parents/carers, and stakeholders.
- Use complaints as a tool for **continuous improvement** in education and welfare.

### 2. Scope

This procedure applies to complaints from:

- **Staff** – teaching, support, or administrative.
- **Parents and carers** – of pupils in alternative provision.
- **Stakeholders** – local authorities, partner organizations, or agencies with formal interest.

It does not cover:

- Staff grievances (handled under HR procedures).
- Allegations of criminal activity (reported immediately to police or safeguarding lead).
- Anonymous complaints (unless safeguarding concerns arise).

### 3. Principles

All complaints will be:

1. **Accessible** – easy to understand and available in multiple formats.
2. **Prompt** – acknowledged within 2 working days, resolved as quickly as possible.
3. **Transparent** – complainants kept informed at every stage.
4. **Confidential** – shared only with those who need to know.
5. **Impartial** – investigations conducted fairly, without bias.
6. **Documented** – outcomes recorded for review and improvement.
7. **Supportive** – complainants and staff can have a supporter present.

### 4. Roles and Responsibilities

Role	Responsibility
<b>Head of Provision</b>	Oversight of complaints, final decision-maker for Stage 2, ensures policy compliance.
<b>Designated Complaints Officer</b>	Receives and manages formal complaints, conducts investigations, communicates with complainants.
<b>Staff Members</b>	Respond promptly to informal concerns, cooperate with investigations, maintain records.

<b>Governors / Independent Panel</b>	Review unresolved complaints at Stage 3 and make final determinations.
<b>Safeguarding Lead</b>	Ensures complaints involving child protection are referred immediately.

## 5. Complaints Procedure Steps

### Stage 1: Informal Resolution

**Goal:** Resolve complaints quickly and locally.

**Who:** Teacher, tutor, line manager, or designated staff member.

**Process:**

1. Complainant raises concern **verbally or via email**.
2. Staff member **acknowledges within 2 working days**.
3. Discuss concern, clarify facts, and **seek resolution**.
4. Keep a **brief record**: date, concern, action taken.
5. Resolution ideally within **10 working days**.

**Examples of informal complaints:**

- Misunderstanding about timetable.
- Classroom management issues.
- Minor communication issues.

**If unresolved:** Proceed to **Stage 2 (Formal Complaint)**.

### Stage 2: Formal Complaint

**Goal:** Investigate and resolve complaints formally.

**Who:** Designated Complaints Officer or Head of Centre.

## Process:

1. Complainant submits a **written complaint** including:
  - Full details of the complaint.
  - Date(s) of incident(s).
  - Evidence (emails, reports, witness names).
  - Desired outcome.
2. **Acknowledgement within 2 working days.**
3. **Investigation steps:**
  - Review relevant policies, files, or logs.
  - Interview staff, pupils, or witnesses.
  - Maintain neutrality; avoid conflicts of interest.
  - For safeguarding issues, **immediate referral** to safeguarding lead.
4. **Decision & response:**
  - Provide a written report detailing:
    - Findings
    - Conclusions
    - Actions or recommendations
  - Response issued within **15 working days.**
5. **Record keeping:**

- All correspondence logged.
- Actions recorded in central complaints register.

**Examples of formal complaints:**

- Alleged bullying or harassment.
- Curriculum or teaching quality concerns.
- Misconduct by staff.

**Stage 3: Appeal / Escalation**

**Goal:** Ensure independent review for unresolved complaints.

**Who:** Governing body or independent panel.

**Process:**

1. Complainant submits **appeal within 10 working days** of Stage 2 response.
2. Panel reviews:
  - Written complaint and Stage 2 findings.
  - Conducts interviews if needed.
  - Considers relevant policies.
3. Panel issues **written decision within 20 working days**.
4. Decision is **final**, but policy recommendations may be made.

**Panel composition:**

- Minimum 3 members: one independent of provision, one governor, one senior staff.
- Must be impartial and conflict-free.

## 6. Safeguarding Considerations

- Any complaint involving a **child protection concern** must be referred **immediately** to the safeguarding lead.
- Complaints relating to abuse, neglect, or illegal activity **override normal timescales**.
- Follow statutory guidance (e.g., **Keeping Children Safe in Education**).

## 7. Communication and Accessibility

- Procedure available:
  - Website, staff handbook, induction packs, parent welcome packs.
- Formats: plain English, translated versions, accessible for disabilities.
- Complainants can request a **support person or advocate**.
- Staff can seek advice from **HR or union representatives**.

## 8. Recording, Monitoring, and Review

- Maintain a **central complaints register** including:
  - Name of complainant (or anonymous if safeguarding)
  - Date and nature of complaint
  - Stage and actions taken
  - Outcome and follow-up
- **Termly review** by senior management to:
  - Identify trends or recurring issues
  - Update policy or training
  - Ensure lessons learned are implemented

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## 9. Timescales Summary

Stage	Acknowledgement	Resolution
Informal	2 working days	10 working days
Formal	2 working days	15 working days
Appeal	N/A	20 working days

This procedure ensures **clarity, accountability, and fairness** for all parties.

<b>Policy ratified by</b>	<b>EDAVIES</b>	<b>COG</b>
<b>Review date;</b>	<b>July 2026</b>	<b>Director</b>

### 1. Complainant Details

*(Please provide your contact information so we can respond to you)*

- **Full Name:** \_\_\_\_\_
  
- **Relationship to the child/organization:**  
 Parent  Carer  Stakeholder  Other: \_\_\_\_\_
  
- **Child's Name (if applicable):** \_\_\_\_\_
  
- **Contact Number:** \_\_\_\_\_
  
- **Email Address:** \_\_\_\_\_
  
- **Preferred Method of Contact:**  
 Phone  Email  Letter

### 2. Details of Complaint

- **Date(s) of Incident(s):** \_\_\_\_\_
  
- **Location of Incident (if applicable):** \_\_\_\_\_
  
- **Please describe your complaint in detail:**  
*(Include names, events, and any relevant information)*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
- **Have you previously raised this complaint?**  Yes  No
  - If yes, please provide details: \_\_\_\_\_

### 3. Outcome Sought

*(What would you like to happen as a result of this complaint?)*

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#### 4. Supporting Documentation

*(Attach any documents, emails, photographs, or evidence relevant to your complaint)*

Attached

Not applicable

#### 5. Declaration

I confirm that the information I have provided is accurate to the best of my knowledge.

● **Signature:** \_\_\_\_\_

● **Date:** \_\_\_\_\_