



Grievances and Complaints Policy

Ace London School

1. Purpose

Ace London School is committed to providing a fair, safe, and supportive environment for all students, staff, and stakeholders. This policy outlines how grievances and complaints will be managed in a transparent, consistent, and timely manner to promote accountability and continuous improvement across the institution.

2. Scope

This policy applies to all current students, staff, and members of the public who interact with the school and wish to raise a concern regarding any aspect of its operations, including but not limited to:

- Teaching and learning
- Facilities and resources
- Staff or student behaviour
- Administrative or support services
- Equality, diversity, and inclusion issues

3. Definitions

- **Grievance:** A concern or dissatisfaction raised by a student or staff member about their treatment, learning environment, or working conditions.
- **Complaint:** An expression of dissatisfaction with the quality of service, facilities, administrative processes, or conduct of another individual associated with the school.

4. Guiding Principles

The school will ensure that all grievances and complaints are:



Ace London School Limited

UK Learning Provider (UKPRN 10096855)

Suite 302, 315 & 504 Olympic House 28-42 Clements Road, Ilford. IG1 1BA

Company number 15358333 Registered in England & Wales

ASIC Accreditation no: AS95651/1124



- **Handled promptly:** Issues will be addressed as soon as possible to minimise disruption and distress.
- **Treated fairly and impartially:** Each case will be considered on its merits and free from bias.
- **Confidential:** Information will only be shared where necessary to investigate and resolve the matter.
- **Transparent:** Clear communication will be provided throughout the process.
- **Non-retaliatory:** Complainants will not be disadvantaged for raising genuine concerns.

5. Procedure

Stage 1 – Informal Resolution

Where possible, individuals are encouraged to raise concerns informally with the relevant staff member, tutor, or line manager. Many issues can be resolved quickly and effectively through direct discussion.

Stage 2 – Formal Complaint

If the issue is not resolved informally, a written complaint should be submitted to the **Administration Office** by email or in person. The complaint should include:

- Full name and contact details
- Details of the issue, including dates and people involved
- Supporting evidence (if available)
- The desired outcome or resolution

The Administration Office will acknowledge receipt within five (5) working days and refer the complaint to the appropriate Head of Department or designated investigator.

Stage 3 – Investigation and Outcome

The investigator will review the complaint, gather evidence, and interview relevant individuals. A written outcome will be provided within fifteen (15) working days, outlining:

- Findings of the investigation
- Actions to be taken (if any)
- Reasons if the complaint is not upheld





Stage 4 – Appeal

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Principal within ten (10) working days of receiving the decision. The Principal will review the case and provide a final written response within fifteen (15) working days. The Principal's decision is final.

6. Record Keeping

All formal complaints and their outcomes will be recorded and securely stored. Records will be retained in accordance with the UK General Data Protection Regulation (UK GDPR) and the school's data retention policy.

7. Monitoring and Review

The school will regularly review all complaints to identify patterns or areas requiring improvement. This policy will be reviewed biennially (every two years) or earlier if changes in legislation or best practice require it.

8. Contact Information

Administration Office

Ace London School

Suite 302, 315 & 504 Olympic House

28–42 Clements Road, Ilford, IG1 1BA

info@acelondonschool.co.uk



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