



Absolute Mentoring

# Complaints Policy

**ABSOLUTE MENTORING COMPLAINTS POLICY APRIL 2026**

**NEXT REVIEW DATE: APRIL 2027**

## **Legislative Framework and Guidance**

This policy is informed by relevant legislation and statutory guidance, including but not limited to:

- The Children Act 1989 and 2004
- The Education Act 2002
- The Equality Act 2010
- Keeping Children Safe in Education (KCSIE)
- UK General Data Protection Regulation (UK GDPR)

## **Complaints Policy – Absolute Mentoring**

### **1. Purpose**

Absolute Mentoring is committed to providing a high-quality service. This policy outlines the procedure for raising, managing, and resolving complaints in a fair, transparent, and timely manner.

### **2. Scope**

This policy applies to all learners, parents/carers, commissioning schools, and other stakeholders involved in the provision.

### **3. Principles**

All complaints will be:

- Taken seriously and handled promptly
- Dealt with fairly, consistently, and confidentially
- Used as an opportunity to improve practice

No individual will be treated unfairly as a result of making a complaint.

### **4. Informal Resolution**

Where possible, concerns should be raised informally in the first instance. This may be done verbally or via email and will be addressed as quickly as possible, usually within 2 working days.

Many issues can be resolved at this stage through open communication and clarification.

### **5. Formal Complaints Procedure**

If the issue cannot be resolved informally, a formal complaint can be made in writing (email is acceptable).

#### **Step 1 – Acknowledgement**

- The complaint will be acknowledged within 2 working days

#### **Step 2 – Investigation**

- The complaint will be reviewed and investigated thoroughly

- Relevant information will be gathered, including any records or communications

### **Step 3 – Outcome**

- A written response will be provided within 10 working days, outlining:
  - Findings
  - Any actions taken
  - Any changes to practice (if applicable)

### **6. Complaints Raised via Third Parties**

As a sole provider working closely with commissioning schools and professionals, it is recognised that concerns or complaints may be raised indirectly through third parties (e.g. headteachers, SENCOs, or local authority representatives).

In such cases:

- All complaints will be treated with the same level of seriousness and recorded appropriately
- Clarification will be sought to ensure the concern is fully understood
- A response will be provided to the referring professional and, where appropriate, directly to the complainant
- Communication will remain transparent and focused on resolution

This approach ensures that concerns raised within professional networks are managed consistently and effectively.

### **7. Escalation**

If the complainant or referring party is not satisfied with the outcome, the complaint may be escalated to the commissioning school, local authority, or relevant external body.

Where a complaint relates to safeguarding, it will be managed in line with safeguarding procedures and may be referred immediately to the appropriate authority.

### **8. Record Keeping**

All complaints, whether informal or formal, are recorded and stored securely in line with data protection requirements. Records are reviewed to identify patterns and inform service improvements.

These frameworks support a fair, transparent, and accountable approach to handling complaints.

### **9. Confidentiality**

All complaints will be handled sensitively and in confidence. Information will only be shared where necessary and appropriate.

### **10. Monitoring and Review**

Complaints are reviewed regularly to ensure that lessons are learned and improvements are made where necessary.

Next Review: APRIL 2027