

Swift Learning- Complaints Policy

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1. Policy Statement

At Swift Learning, we are committed to delivering high-quality education, care, and support for all young people, their families, and our partner agencies. While we strive for excellence in all areas of our service, we acknowledge that, from time to time, stakeholders may feel concerned or dissatisfied.

This policy sets out a fair, transparent, and structured approach to managing complaints. Our aim is always to resolve issues promptly, professionally, and constructively — using complaints as an opportunity for continuous improvement.

2. Purpose of the Policy

The purpose of this policy is to:

- Ensure all complaints are taken seriously and dealt with respectfully.
- Provide a clear procedure that supports early resolution.
- Promote a culture of listening and learning.
- Fulfil our duty of care to pupils, families, staff, and the wider community.

3. Who Can Make a Complaint?

This policy applies to complaints from:

- Parents or carers of children attending Swift Learning.
- Pupils (where appropriate for age and understanding).
- Referring schools or local authorities.
- External professionals or members of the public affected by our services.

4. Scope of Complaints

You can use this policy to raise concerns about:

- Educational provision or support
- Staff behaviour or communication
- Health and safety concerns
- Communication and administrative matters
- Any other area where you feel Swift Learning has not met expectations

Exclusions (these are dealt with under other procedures):

- Safeguarding concerns (refer to our Safeguarding Policy)

Swift Learning, part of Harvey Sports Group. This policy applies to all Swift Learning staff, learners and operations.

- Pupil exclusions (refer to our Exclusion Policy)
- Matters subject to legal or regulatory investigation
- Complaints by staff (handled via grievance procedures)

5. Complaints Procedure

We encourage open dialogue and resolution wherever possible. There are **three stages** to our complaints process:

Stage 1 – Informal Resolution

- Raise the issue directly with the relevant staff member or team leader.
- We aim to resolve the concern within 5 working days.
- If resolved, no further action is needed; however, a brief record may be kept for quality assurance.

Stage 2 – Formal Complaint

- If the issue remains unresolved, submit a written complaint to the Director at Swift Learning.
- Complaints can be sent via email or letter.
- You will receive an acknowledgement within 3 working days.
- A full investigation will be carried out, which may include meetings with relevant parties.
- A formal written response will be provided within 10 working days of the complaint being received.

Contact for Formal Complaints:

Paige@Swift-Learning.co.uk

Stage 3 – Complaints Review Panel

- If you are dissatisfied with the Stage 2 response, you may request a review by an independent panel.
- This request must be made within 10 working days of receiving the Stage 2 outcome.
- The panel will consist of at least three individuals not previously involved, including one who is independent of Swift Learning management.
- You will have the opportunity to present your case in person or in writing.
- The panel will issue a final written decision within 15 working days of the hearing.

6. Record Keeping

Swift Learning keeps a secure record of all formal complaints, including:

- The nature of the complaint
- Actions taken
- Communications with the complainant
- Final outcomes
- Lessons learned

Records are reviewed regularly by the leadership team and, where applicable, the Board of Governors or management committee.

7. Confidentiality

All complaints will be treated with confidentiality in accordance with data protection laws. Information will only be shared on a need-to-know basis.

8. Unreasonable or Persistent Complaints

While we aim to be open and accessible, Swift Learning reserves the right to limit communication where a complainant:

- Refuses to accept documented evidence or investigation findings
- Repeatedly raises the same issue without new information
- Uses aggressive, abusive, or discriminatory language
- Makes excessive demands on staff time

In such cases, Swift Learning may restrict contact or bring the complaint process to a close, with reasons given in writing.

9. Monitoring and Review

This policy is reviewed annually by the Head of Provision and Swift Learning leadership team, or sooner if there are significant changes to relevant legislation or guidance.

Date of Policy Approval: 01.09.2025

Next Review Date: 01.09.2026

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Appendix: Complaint Form Template Swift Learning – Complaint Form

Please complete this form and return it to the Director (or Designated Complaints Lead) via email at Paige@swift-learning.co.uk

All complaints will be handled confidentially and in accordance with Swift Learning's Complaints Policy.

Complainant Details

Full Name: _____

Relationship to Learner (if applicable): _____

Address: _____

Email: _____

Telephone: _____

Learner Details (if applicable)

Learner Name: _____

Date of Birth: _____

School/Referrer: _____

Details of Complaint

Please describe your complaint clearly, including relevant dates, people involved, and any steps already taken:

Desired Outcome

Please outline what you would like Swift Learning to do to resolve this complaint:

Section 5: Supporting Evidence

Please attach any relevant documents or evidence (emails, letters, reports, etc.)

☐ Yes ☐ No

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Declaration

I confirm that the information provided is accurate to the best of my knowledge and that I have read Swift Learning's Complaints Policy.

Signature: _____ **Date:** _____

For Swift Learning Office Use Only

Date Complaint Received: _____

Received By: _____

Stage Logged: ☐ Informal ☐ Formal ☐ Appeal

Acknowledgement Sent: ☐ Yes ☐ No

Action Taken / Outcome: _____

Date Closed: _____

Signed (Director/Lead): _____