



## **Phoenix ND Education Ltd Policy for the management of concerns, complaints and appeals**

<b>Policy written:</b>	<b>May 2023</b>
<b>Policy review date:</b>	<b>May 2026</b>
<b>Signed by Director:</b>	<i>E. Barnett</i>

The policy will be reviewed annually as a minimum, unless lessons learnt or new legislation, national or local guidance suggests the need for an earlier date of review.

### **Policy review dates and changes**

<b>Review date</b>	<b>By whom</b>	<b>Summary of changes made</b>	<b>Date ratified by directors</b>	<b>Date implemented</b>
May 2025	Eloise Barnett	Amended to update layout	31/05/2025	31/05/2025

### **Principles**

It is the aim of Phoenix ND Education Ltd to provide an outstanding education for all our children. The Director and staff work hard to build positive relationships with all parents/carers and commissioners. We are nonetheless obliged to have procedures in place in case there are complaints by parents/carers or other interested parties. The following policy sets out the procedures that we follow in such cases.

If any parents/carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's learning manager or a member of the school Senior Leadership team, immediately either face-to-face or over the phone.

## **Aims**

Phoenix ND Education Ltd aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

## **The difference between a concern, complaint and appeal**

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. An appeal is defined as a 'application to a higher court for a decision to be reversed'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. Phoenix ND Education Ltd will take all informal concerns seriously and will make every effort to resolve the matter as quickly as possible.

There are occasions when complainants would like to raise their concerns as a formal complaint, or make an appeal for a reversal of a decision e.g. where there is a disagreement regarding an internal or external grading for an individuals' work. In those cases, the following procedure should be invoked.

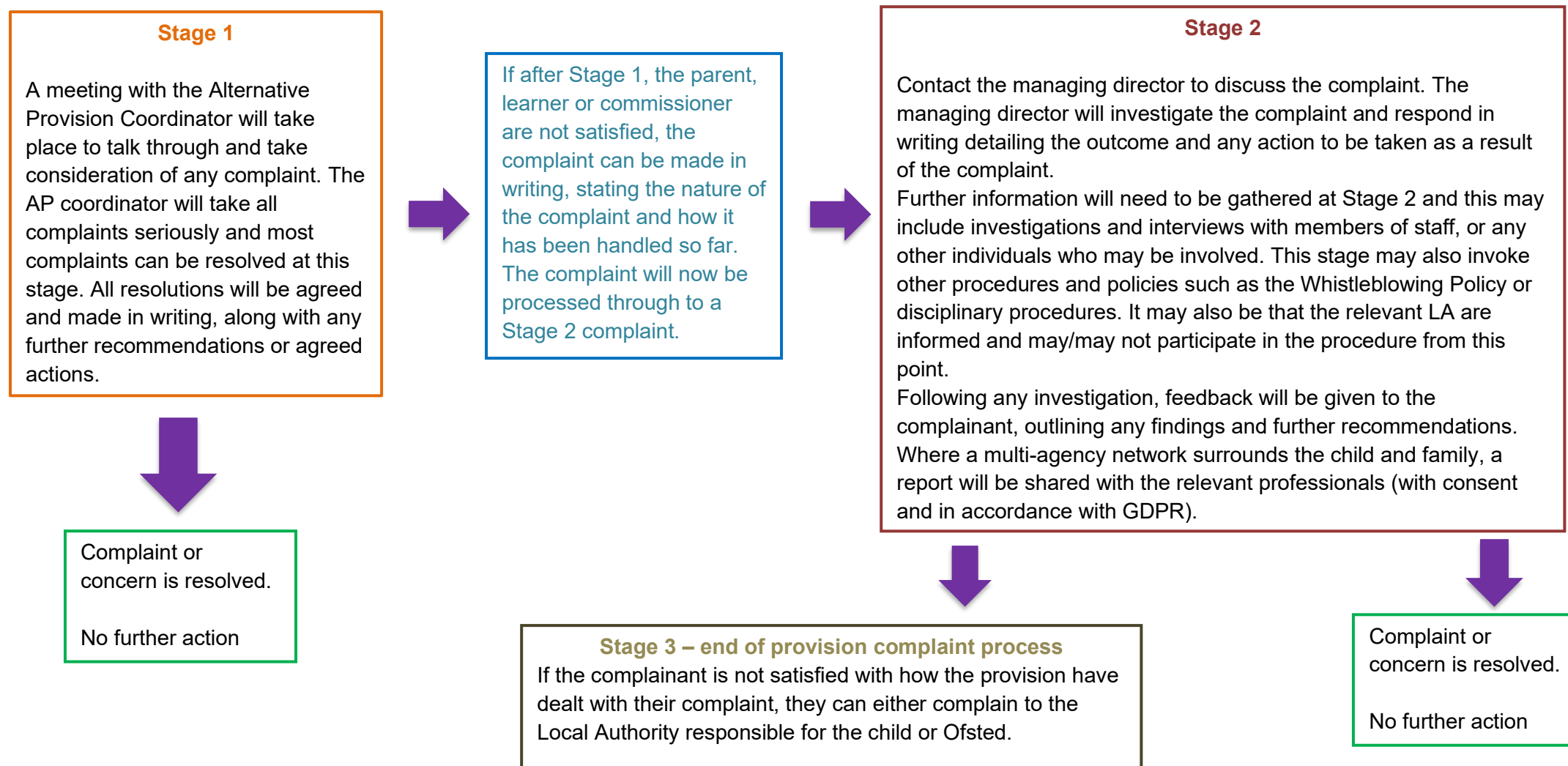
## **The complaints procedure**

If a parent, learner or commissioner is concerned about anything to do with the education provided by Phoenix ND Education Ltd, they should, in the first instance, discuss the matter with the child's tutor or learning manager. In our experience most matters of concern can be resolved positively in this way. Our tutors and learning managers ensure that each child is happy and is making good progress. They naturally want to know if there is a problem so that they can take action before it seriously affects the child's progress.

Where the complainant feels that a situation has not been resolved through contact with the tutor, or Learning Manager, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the learning manager, or an appropriate senior manager. This is known as a stage 1 complaint. These complaints can be made either face to face, over the telephone, or in writing (e.g. via an email). It is important to ask the complainant at this stage what solutions they think might resolve the issue.

An appeal can also be made using the staged processes outlined in the flowchart shown on the next page. (For more information regarding each stage, please see pages 5 and 6)

## Complaints Procedure Flowchart



In the case of serious misconduct complaints will be referred immediately to the police.

Written records of complaints are kept and a log indicates whether they were resolved at the preliminary stage or proceeded to a panel hearing.

## **Timelines**

Complaints need to be considered and resolved as quickly, and efficiently as possible:

- Reasonable time limits for each action within each stage will be set (where further investigations are necessary, new time limits will be agreed, the complainant will be sent the details of any new deadlines and will be given an explanation any delay)
- The managing director will acknowledge a stage 2 complaint within 3 days of receipt and endeavour to resolve it within 10 working days. Any delays will be communicated fully with the complainant and timelines for resolution agreed.
- Phoenix ND Education Ltd does not consider excessive time limits to be reasonable or acceptable, except in extenuating circumstances.
- Complaints should be made as soon as possible after an incident arises (although three months is generally considered to be an acceptable time frame in which to lodge a complaint)