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Complaints and Compliments Policy

PAZPOL070v1

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Version	Action	Author / Reviewer	Verifier	Comments	Last Review
v1.0	New	Ian Brough	Safaraz Ali	Newly Revised	19/08/2026

Review

This policy will be regularly monitored to ensure that the objectives are achieved. In addition to the annual review cycle for this policy, this policy will also be reviewed and where necessary revised in the event of legislative or organisational changes.

Next Review Date

August 2027

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1. Purpose

We would rather hear about a problem early than have someone put up with it. A complaint is information about something that is not working, and we treat it that way.

This policy applies to students, parents and carers, commissioners, staff, contractors and members of the public.

2. What this policy does not cover

- Safeguarding concerns — Safeguarding Policy
- Allegations against staff — Allegations Against Staff Policy
- Staff grievance and disciplinary matters — employment procedures
- Whistleblowing — Whistleblowing Policy
- Matters relating to an EHC plan, which are for the local authority and the SEND Tribunal

3. Stages

Stage	Who	Timescale
Informal — raise it directly	Any member of staff, usually the key worker or Head of School	Response within 5 working days
Stage 1 — formal, in writing	Head of School	Acknowledged within 3 working days, response within 10
Stage 2 — review	Proprietorial body	Acknowledged within 3 working days, response within 15
Stage 3 — panel	Panel of three, including one person independent of the organisation	Meeting within 20 working days, written outcome within 5 working days of the meeting

At the panel stage the complainant may attend and be accompanied by one other person. The panel includes at least one person who is independent of the management and running of the organisation.

4. How to complain

- In person or by telephone to any member of staff for informal resolution.
- In writing to the Head of School for Stage 1, by letter or email.
- Support is offered to anyone who needs help putting a complaint in writing, including students.
- Complaints may be made by a student directly, and are taken as seriously as any other.

5. How we handle it

- Every complaint is acknowledged, recorded and investigated proportionately.
- The complainant is told who is handling it and when to expect a response.

- Where the timescale cannot be met, we say so and give a new date rather than letting it drift.
- The outcome is given in writing with reasons, and states what will change.
- **No detriment.** Making a complaint never disadvantages a student or their placement.

6. Records

- A record is kept of every formal complaint, the outcome and any action taken, including whether it was upheld.
- Records are kept confidential except where disclosure is required by the Secretary of State, Ofsted, or under a legal obligation.
- Complaints are analysed termly for pattern and reported to the proprietorial body.
- Records are retained for six years.

7. If you remain dissatisfied

Where a complainant remains dissatisfied after Stage 3, they may contact the commissioning local authority. Complaints relating to a placement funded by an authority may also be raised through that authority's own complaints process at any stage.

8. Compliments

Compliments are recorded and shared with the staff concerned and with the proprietorial body. They are as much a source of information about what works as complaints are about what does not.

9. Related policies

- Safeguarding Children and Young Person's Policy
- Allegations Against Staff Policy
- Whistleblowing Policy
- SEND Policy
- Data Protection and GDPR Policy

10. Approval

This Policy has been approved by the undersigned and will be reviewed at least annually.

Name:	Safaraz Ali
Signature:	Safaraz Ali
Approval Date:	August 2026
Next Review Date:	August 2027
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