

**Complaints Policy**

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| Last Review | August 2025 |
| Next Review | August 2026 |
| Review Frequency | Annually |

**Introduction**

At Adventure in Learning, we strive to provide the best possible education and care for our pupils. We welcome feedback and suggestions from parents/carers and other stakeholders, and we take all complaints seriously. We believe that every complaint provides us with an opportunity to learn and improve our services. This policy outlines the process for making a complaint and the steps we will take to investigate and resolve it. This policy is written in line with DfE guidance on school complaints procedures (2023).

**Aims**

Our aims are to:

* Encourage open communication between our organisation and parents/carers, staff, and other stakeholders, particularly the child’s mainstream school.
* Provide a fair and transparent process for dealing with complaints.
* Ensure that complaints are resolved in a timely and effective manner.
* Learn from complaints and use them to improve our services.

**Scope**

This policy applies to all complaints made by parents/carers, pupils, staff, and other stakeholders about any aspect of our school's services, including but not limited to:

* The quality of education and care provided.
* The behaviour of staff and pupils.
* The safety and security of our premises.
* The accessibility of our services for pupils with disabilities.
* The handling of personal data and other sensitive information.

This policy also applies to complaints raised by commissioning schools/local authorities, in line with AP Statutory Guidance 2025.

**Making a Complaint**

Complaints can be made verbally or in writing to the relevant member of staff, such as the class teacher or the Governance and Policy Lead. Complaints should include:

* The nature of the complaint.
* The date and time of the incident or issue.
* Any relevant details, such as names of staff or pupils involved.
* Any supporting evidence, such as witness statements or photographs.

The member of staff receiving the complaint will acknowledge it within 5 working days and provide an initial response. If the complaint cannot be resolved at this stage, it will be escalated to the Governance and Policy Lead.

**Investigating and Resolving Complaints**

The Governance and Policy Lead will investigate the complaint and gather evidence from all relevant parties. They will provide a written response within 10 working days of receiving the complaint, outlining the outcome of the investigation and any actions to be taken. If the complaint is complex and requires further investigation, the Governance and Policy Lead may extend the investigation period by up to 10 additional working days and will provide regular updates to the complainant.

Where the Governance and Policy Lead believes that an independent investigation into a complaint will be beneficial, he/she will initiate and fund a relevant person or organisation to undertake the process.

**Confidentiality**

All complaints will be treated with the strictest confidentiality, and information will only be shared on a need-to-know basis. Personal data and other sensitive information will be handled in accordance with our Data Protection Policy. Personal data and sensitive information will be handled in accordance with the Data Protection Act 2018 and UK GDPR

**Training and Monitoring**

We will provide training for staff on how to handle complaints effectively and sensitively. We will also monitor complaints to identify any patterns or trends that may require action, such as changes to our policies or procedures.

**Conclusion**

At Adventure in Learning, we value feedback from our stakeholders and take all complaints seriously. Our Complaints Policy provides a fair and transparent process for dealing with complaints and ensuring that they are resolved in a timely and effective manner. We are committed to using complaints as an opportunity to learn and improve our services.

Reviewed – 27th August 2025