# ALC Complaints Policy

Anderida Learning Centre

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| **Approved by:** | Mathew Thompson | **Date:** 10/09/25 |
| **Last reviewed on:** | 10.09.26 | |
| **Next review due by:** | 09.09.27 | |

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Pupils and parents need to know how they can make representations and complaints. They must also be comfortable to do so knowing that it will be investigated and that they will be informed of the outcome.

A discussion should always be held with a pupil/parent/responsible adult in order to try to resolve their concerns and the pupil/parent/responsible adult can approach any employee of the school whom they feel able to talk to. The school would endeavor to resolve any concerns on an informal level should the complainant still be unhappy following these efforts the complainant should be informed that they can register a formal complaint either internally, with their local authority, or by contacting Ofsted via Complain about a school: Types of complaints - GOV.UK (www.gov.uk).

We would require a formal written complaint and can provide a form for such purposes. We would encourage the complainant to write down their concerns on a complaints form; it is preferable for this to be in the complainant's words and handwriting. School staff should support them in doing this but write it on their behalf if requested to do so.

If the complainant is not happy sharing their concerns with staff, there is a designated independent person. Anderida's designated person is Sarah Tolley-Cloke, who can be contacted by staff on the complainant's behalf on the Comms Numbers. As the first point of contact, the Team will take full details of the complaint and direct it to the relevant manager /authority who will subsequently investigate the matter.

Complaints made in-house must be given to someone on duty at the school and acknowledged within 72 hours. The investigating manager will conduct their investigation within a 28 day period inclusive of discussion with a panel of three, two of whom hold a position of responsibility within the organisation and one who is independent. All participants of the panel will not have been previously involved in any issues regarding the complaint and will be appointed by the proprietor. Parents will be invited to the panel meeting and can be accompanied if they wish. Anderida will keep the young person informed of the progress of their complaint.

Anderida will provide the contents of their investigation for the panel to make decisions and recommendations. Copies of the outcome and corresponding recommendation will be given within 7 days of the panel meeting, these will be forwarded to the complainant, proprietors, Head of Centre, and where relevant, the person complained about.

The pupil must be supported throughout the process and given information on what an advocate is and where the local advocacy services are.

Written records will be kept of all complaints and their outcomes whether they are resolved at the informal stage, when a complaint is submitted in writing or whether they proceed to a panel hearing. All copies must be kept confidential with the exception of producing for Ofsted/ISI when they inspect and the Registration Authority on request.

If the pupil is unhappy with the outcome, they have the right to express this and can discuss their concerns with the Local Authority or Ofsted.

**COMPLAINTS POLICY – GENERAL**

With all complaints, a discussion should always be held in order to try to resolve the complainant's concerns. When this is ineffective, complainants should be informed that they can register a formal complaint either internally, with their local authority or by contacting Ofsted they would do so by completing a formal written complaint, we have forms for such purposes and are happy to support this process.

Internal complaints will follow the above procedure. In all circumstances we try to resolve matters in an informal and friendly manner and generally this works for both parties.