



# Approach Learning – Complaints Policy and Procedure

Applies to:	All staff, students, parents/carers, commissioning schools, and other referrers
Approved by:	Lana Wild
Review Date:	Annually
Next Review Due:	October 2026
Version: 1.0	

## 1. Policy Statement

Approach Learning is committed to providing a high-quality educational experience within a safe, supportive, and inclusive environment. We aim to work in partnership with parents/carers, local authorities, and commissioning schools to resolve any concerns at the earliest opportunity.

We recognise that, from time to time, individuals may feel that an aspect of the provision or a decision made by Approach Learning has not met their expectations. This policy outlines how such concerns and complaints will be handled fairly, transparently, and without prejudice.

## 2. Scope

This procedure applies to:

- Parents/carers of students currently attending Approach Learning
- Commissioning schools and local authority officers referring students
- Students (with appropriate support)
- Members of the public or professionals working with the provision

It does not apply to:

- Staff grievances (covered by the Staff Grievance Procedure)
- Child protection concerns (handled under the Safeguarding Policy)
- Appeals relating to admissions, exclusions, or decisions of external agencies

## 3. Aims and Objectives

This policy aims to:

- Encourage early, informal resolution of concerns wherever possible
- Ensure that complaints are investigated thoroughly and fairly
- Ensure that decisions are made in line with Approach Learning's values, safeguarding responsibilities, and equality commitments
- Enable learning from feedback to improve quality and practice



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## 4. Roles and Responsibilities

Headteacher/Director: Day-to-day management of complaints; ensuring procedures are followed and outcomes recorded.

Management Committee: Oversight and governance; hearing formal appeals (Stage 3) to ensure independence and fairness.

Complaints Coordinator: Administrative handling, record keeping, and ensuring compliance with timelines.

Staff Members: Listening to and addressing concerns at the earliest opportunity, in line with the informal stage.

## 5. Stages of the Procedure

### Stage 1: Informal Resolution

Concerns should be raised initially with the staff member most directly involved. If unresolved, the concern can be escalated to the Headteacher/Director. A response should be provided within 5 working days. The outcome may include an explanation, an apology, or an action plan to address the issue.

### Stage 2: Formal Complaint (Written)

The complainant should complete the Formal Complaint Form or submit a written complaint to the Headteacher/Director. The Headteacher/Director will acknowledge receipt within 3 working days and provide a full written response within 10 working days. If the complaint concerns the Headteacher/Director, it should be addressed to the Chair of the Management Committee.

### Stage 3: Management Committee Panel Hearing

A panel of at least three people (including one independent member) will hear the complaint. The panel will acknowledge within 5 working days and arrange a hearing within 15 working days. A written outcome will be provided within 5 working days after the hearing. The decision of the panel is final.

## 6. Record Keeping

All complaint records will be securely kept for a minimum of three years and available for inspection by relevant authorities.

## 7. Confidentiality

Complaints will be handled sensitively and confidentially except where disclosure is required by law or safeguarding.

## 8. Monitoring and Review



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The Management Committee will review complaints annually to identify patterns and improvements. This policy will be reviewed every 12 months.

## 9. Contact Information

Headteacher/Director: Lana Wild

Chair of Management Committee: Rob Brooks

Email: [ланаapproachlearning@gmail.com](mailto:ланаapproachlearning@gmail.com)

Telephone: 07413 249632

(Please contact school office for Mr Brooks' contact details)

## Appendix A – Formal Complaint Form

(Include name, relationship to student, details of complaint, actions taken so far, desired outcome, and signature/date fields.)



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## APPENDIX A

### Approach Learning – Formal Complaint Form

*(To be completed by the complainant and returned to the Headteacher/Director, or to the Chair of the Management Committee if the complaint concerns the Headteacher/Director)*

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#### 1. Complainant Details

**Name:**

**Student's Name (if applicable):**

**Relationship to Student:**

**Address:**

**Email:**

**Telephone Number:**

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#### 2. Details of Complaint

Please describe your complaint as clearly as possible, including dates, locations, and names of any staff or witnesses involved.



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## Details of Complaint:

*(Continue on a separate sheet if  
necessary)*

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### 3. Actions Taken So Far

Please outline any informal steps already taken to resolve the issue, including who was approached and what the outcome was.

### Actions Taken / Responses Received:

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### 4. Desired Outcome

Please explain what outcome or resolution you are seeking.



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**Desired Outcome:**

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## **5. Supporting Documents**

Please list and attach any supporting evidence (e.g., correspondence, reports, or witness statements).

**Supporting Documents Attached:**

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## **6. Declaration**

I confirm that the information provided above is accurate and complete to the best of my knowledge.

**Signature: Date:**

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## **7. For Office Use Only**

**Date Received:**

**Received By (Name/Position):**



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**Date Received:**

**Reference Number:**

**Stage of Complaint:**       Informal     Stage 1     Stage 2     Stage 3

**Acknowledged On:**

**Response Due By:**

**Outcome:**

**Further Action Required:**     Yes     No

**Signed (Manager/Chair):**