



LEGACY EDUCATION

Complaints Policy

"Character Above All Else"

Approved by: Director

Responsible Person: DSL / Complaints Lead

Last Review Date: December 2025

Next Review Due: December 2026

1. Statement of Intent

- 1.2. Legacy Alternative Provision (Legacy AP) is committed to providing a high-quality service to students, parents, schools, and partner agencies.
- 1.3. We welcome feedback and view complaints as an opportunity to learn, improve, and maintain trust with those we serve.
- 1.4. Complaints will be dealt with promptly, fairly, and respectfully, and every effort will be made to resolve issues at the earliest stage.

2. Purpose and Scope

- 2.1. This policy sets out the process for raising and resolving complaints relating to:
 - The quality of education, training, or pastoral care provided
 - Staff conduct or professionalism
 - Health and safety, safeguarding, or other operational concerns
 - Administrative or financial procedures
- 2.2. It applies to students, parents/carers, referring schools, local authorities, and other partner organisations.

3. Principles

- 3.1. Legacy AP will:
 - Treat all complaints seriously and investigate without bias
 - Handle complaints in confidence, sharing information only where necessary
 - Ensure no person raising a complaint is disadvantaged as a result
 - Record and monitor all complaints to identify recurring issues or themes
 - Keep written records of all formal complaints and their outcomes

4. Stages of the Complaints Process

- 4.1. Stage 1 – **Informal Resolution**
 - Most concerns can be resolved quickly through informal discussion.

- Complainants are encouraged to speak directly with the relevant staff member or team leader.
- If appropriate, the DSL or Director may become involved to reach a swift resolution.
- A summary of the issue and response will be recorded.

4.2. Stage 2 – **Formal Complaint**

- If the issue is not resolved informally, the complainant should submit a written complaint addressed to the Director.
- The complaint should include:
 - A clear description of the concern
 - Steps already taken to resolve it
 - Desired outcome or resolution
- The Director (or delegated senior staff member) will:
 - Acknowledge receipt within 3 working days
 - Investigate the issue objectively
 - Provide a written response within 10 working days of acknowledgment

4.3. Stage 3 – **Appeal / Review**

- If the complainant remains dissatisfied, they may request a review.
- This will be conducted by a member of the Advisory Board/Trustee/independent person not involved in the original investigation.
- The outcome of the appeal is final, and a written record will be provided to all parties within 10 working days.

5. Safeguarding Complaints

- 5.1. Complaints involving allegations of abuse or harm will be referred immediately to the Designated Safeguarding Lead and managed in line with the Safeguarding & Child Protection Policy.
- 5.2. If necessary, external agencies (such as the Local Authority Designated Officer or Police) will be contacted.

6. Unreasonable or Persistent Complaints

- 6.1. Legacy AP reserves the right to close correspondence where a complaint has been fully investigated and responded to, and further communication would be unreasonable or vexatious.
- 6.2. Such cases will be reviewed by the Director and recorded appropriately.

7. Monitoring and Review

- 7.1. All complaints are logged and reviewed termly by the Director and DSL to identify patterns or areas for improvement.
- 7.2. A summary of complaints and outcomes will be included in the annual quality assurance report.

8. Related Policies

- 8.1. This policy should be read alongside:
 - Safeguarding & Child Protection Policy
 - Behaviour & Exclusions Policy
 - Staff Code of Conduct
 - Equality, Diversity & Inclusion Policy