



Live to Learn Education Ltd.

Complaints Policy

Policy Version	3.0
Creation Date	05/09/2025
Review Date	01/09/2025
Approved By	Kelly Taylor

1. Purpose

Live to Learn Education Limited is committed to delivering high-quality alternative provision and maintaining transparent, professional relationships with learners, families, commissioning Local Authorities, and partner schools.

We welcome complaints as an opportunity to improve our services and ensure accountability.

This policy is written in line with relevant legislation, including:

- Education Act 2002
- Children Act 1989 & 2004
- Keeping Children Safe in Education (KCSIE)
- Equality Act 2010
- UK GDPR / Data Protection Act 2018

2. Scope

This policy applies to complaints from:

- Parents/carers
- Learners
- Commissioning schools and Local Authorities
- External professionals
- Members of the public

It covers concerns relating to:

- Quality of education and provision
- Behaviour and attitudes
- Staff conduct
- Safeguarding (see Section 7)
- Communication and operational practice

3. Commitment

Live to Learn Education Limited ensures that:

- A clear and accessible complaints procedure is available to all stakeholders
- Complaints are handled promptly, fairly, and consistently
- Leaders take responsibility for resolving concerns effectively
- Complaints are used to inform ongoing improvement
- Safeguarding concerns are prioritised and acted upon immediately

4. Principles

All complaints will be:

- Taken seriously and acknowledged promptly
- Managed in a transparent and proportionate manner
- Resolved at the lowest appropriate level where possible
- Used to support evaluation and continuous improvement

No individual will be disadvantaged for raising a complaint.

5. Stage 1: Informal Resolution

Concerns should initially be raised with the relevant Subject or Area Lead:

- **Secondary Lead:** Cheryl Cooper
- **Primary Lead:** Dominic Brady
- **Exams Officer:** Jo Carpenter
- **Safeguarding Lead:** Zac Winterbourne

At this stage:

- Concerns will be discussed and clarified
- A resolution will be sought quickly and informally
- A record may be kept where appropriate

6. Stage 2: Formal Complaint

If the concern is not resolved, a **formal complaint must be submitted in writing.**

Submission Requirements

The complaint should include:

- Name and contact details
- Full details of the concern
- Relevant dates and times
- Any supporting evidence
- Desired outcome

Response Time

- A response will be provided within **36 hours** (excluding weekends and bank holidays where applicable)
- Where further investigation is required, an interim response will be issued within 36 hours with a clear timeline

Investigation

- Complaints will be investigated by an appropriate senior member of staff not directly involved where possible
- Findings will be evidence-based and clearly communicated

7. Stage 3: Escalation to Directors

If the complainant is not satisfied with the outcome, the complaint may be escalated to:

- **Kelly Taylor (Director)**
- **Ned Taylor (Director)**

At this stage:

- A full review of the complaint and prior handling will take place
- Further investigation may be conducted if necessary
- A final written decision will be issued

This is the final stage of the internal complaints process.

8. Safeguarding Concerns (Priority Procedure)

Any complaint relating to the safety or welfare of a learner:

- Must be reported immediately to the **Safeguarding Lead (Zac Winterbourne)**
- Will be managed in line with safeguarding procedures and statutory guidance
- May be referred to external agencies such as:
 - Local Authority Designated Officer (LADO)
 - Children's Social Care
 - Police

Safeguarding concerns take priority over all other procedures.

9. Recording and Monitoring

All formal complaints will be:

- Recorded centrally
- Monitored by leadership

Records will include:

- Nature of complaint
- Actions taken
- Outcome
- Response times

Leaders will review complaints regularly to:

- Identify patterns or recurring concerns
- Inform staff training and development
- Improve systems and provision

10. Equality and Accessibility

In line with the Equality Act 2010:

- Reasonable adjustments will be made to support access to this process
- Complaints can be submitted in alternative formats
- Additional support will be provided where needed

11. Confidentiality and Data Protection

All complaints will be handled in accordance with UK GDPR:

- Information shared on a need-to-know basis only
- Secure storage of records
- Respect for confidentiality and privacy

12. Unreasonable or Persistent Complaints

Where complaints are:

- Repeated without new evidence
- Vexatious or malicious
- Abusive towards staff

The organisation may:

- Limit communication methods
- Assign a single point of contact
- Take appropriate action to protect staff wellbeing

13. External Escalation

Where appropriate, complainants may raise concerns with:

- The commissioning Local Authority or school
- Relevant regulatory or oversight bodies

Complainants are encouraged to follow the internal process first where possible.

14. Review

This policy will be reviewed annually or in response to legislative or operational changes.

Signed:

A handwritten signature in black ink, appearing to read 'KTaylor', with a long horizontal stroke extending to the right.

Name: Kelly Taylor

Position: Director and SEND Lead

Date: 05/09/2026