

Date of Issue: April 2025

Next Review Date: April 2027

Distribution: All staff and stakeholders

Owner: Senior Leadership Team

Policy Lead: Head of Education

1. Purpose

Labyrinth Education is committed to providing high-quality education and support services. This policy outlines the procedure for raising concerns or complaints to ensure they are managed promptly, fairly, and transparently.

2. Scope

This policy applies to all learners, parents/carers, staff, and external stakeholders involved with Labyrinth Education services.

3. Policy Statement

Labyrinth Education recognises that from time to time, stakeholders may feel that their expectations have not been met. This policy provides a mechanism for those concerns to be raised, investigated, and resolved appropriately.

We aim to:

- Encourage open communication.
 - Resolve concerns quickly and informally where possible.
 - Ensure complaints are dealt with in a consistent, fair, and non-discriminatory manner.
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4. Principles

- Complaints will be handled with sensitivity, impartiality, and confidentiality.
 - All parties will be given the opportunity to be heard and treated with respect.
 - There will be no reprisals for making a complaint in good faith.
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5. Definitions

A **complaint** is an expression of dissatisfaction about the standard of service, actions, or lack of action by Labyrinth Education or its staff.

6. Procedure

6.1 Informal Resolution

In the first instance, concerns should be raised informally with the staff member involved or with their line manager. Many concerns can be resolved through dialogue and mutual understanding.

6.2 Formal Complaint

If informal resolution is not possible, a formal complaint should be submitted in writing using the Labyrinth Education Complaints Form. (See Appendix 1)

The written complaint should include:

- Complainant's name and contact details.
- A clear description of the complaint.
- Relevant dates, locations, and names of individuals involved.
- Any supporting evidence.

Complaints should be submitted to the Head Teacher or Chair of Governors.

6.3 Investigation

- An acknowledgment will be sent within 5 working days.
- An investigating officer will be appointed who is not directly involved in the matter.
- A full investigation will be conducted, and a written response will be provided within 20 working days. If this is not possible, the complainant will be informed with an expected timeline.

6.4 Appeal

If the complainant is not satisfied with the outcome, they may request a review of the decision. Appeals must be submitted within 10 working days of the decision and should clearly state the grounds for appeal.

An appeal panel, including a senior member of staff not previously involved, will review the complaint and provide a final written response within 15 working days.

7. Record Keeping

All complaints will be logged and recorded, including informal complaints, to monitor trends and improve services. Records will be kept securely and in line with data protection regulations.

8. Monitoring and Review

The Complaints Policy and Procedure will be reviewed annually by the senior leadership team to ensure effectiveness and relevance.

9. Contact Information

Complaints Officer
Labyrinth Education
info@labyrinth-ed.co.uk

Appendix 1:

Labyrinth Education – Complaint Form

Section 1: Complainant Details

Please provide your contact information.

Full Name: _____

Relationship to Labyrinth Education: _____

Address: _____

Phone Number: _____

Email Address: _____

Section 2: Complaint Details

Please describe the nature of your complaint clearly and concisely.

Date(s) of Incident(s): _____

Location(s): _____

Individuals Involved (if known): _____

Description of Complaint:

(Please provide a detailed account of the issue. Attach additional pages or evidence if necessary.)

Have you previously raised this issue informally?

☐ Yes ☐ No

If yes, please provide details of who you spoke to and what actions were taken:

Section 3: Desired Outcome

Please indicate what outcome or resolution you are seeking.

Section 4: Declaration

I confirm that the information I have provided is accurate to the best of my knowledge and understand that my complaint will be handled in line with Labyrinth Education's Complaints Policy.

Signature: _____ Date: _____