

Complaints Procedure

At Stride 360, we strive to maintain an open and positive environment where all concerns and complaints are dealt with fairly, effectively, and promptly. A transparent complaints procedure ensures that parents, guardians, and others feel confident that their concerns will be heard and addressed. This policy aims to handle complaints systematically and resolve them as quickly as possible while upholding the school's values and safeguarding everyone involved.

This policy applies to all stakeholders, including:

- Parents and carers of students currently attending the provision.
- Visitors, volunteers, and members of the public.
- Former students or their parents/carers in cases where the complaint was initially raised when the student was still enrolled.

Time Limits

Complaints should be raised as soon as possible after the incident or concern arises. To ensure the timely resolution of issues, complaints should normally be made within three months of the incident. Complaints made outside this time frame may not be considered, except in exceptional circumstances.

Complaints Process

Stage 1 - Concerns and Difficulties Resolved Informally

- Concerns or difficulties should first be raised directly with the appropriate member of staff.
- Most issues can be resolved quickly and effectively through informal discussion, and the aim is to reach a resolution without the need for a formal complaint.
- If the issue cannot be resolved informally, it may progress to Stage 2.

Stage 2 - Formal Complaints

- If a concern or difficulty remains unresolved, or if the issue is of a serious nature from the outset, the individual may make a formal complaint in writing to the DSL.
- The complaint should include details of the issue and the desired resolution.
- A formal investigation will be conducted by a designated member of staff, with a written response provided to the complainant within a reasonable time frame (usually within 10 days).
- If the complainant is dissatisfied with the outcome, they may escalate the matter to Stage 3.

Stage 3 - Review by the Directors

- If the complainant is unsatisfied with the resolution at Stage 2, they may refer the complaint to the Directors for further review.
- The Director will investigate the complaint and provide an independent review.

- A written response from the Director will be provided within a specified time frame, typically within 20 school days.
- If the complainant remains dissatisfied, they may escalate to Stage 4.

Stage 4 - Panel Hearing

- If the complaint is not resolved satisfactorily they may pass their complaint to the Local Authority.
- The complainant will have the opportunity to present their case, and the provision will also have the opportunity to respond.
- The Local Authority will make a final decision, and their findings will be communicated in writing within 5 working days of the hearing. This decision is final, and no further internal stages are available.

Serial or Persistent Complainants

Stride reserves the right to deal differently with serial or persistent complainants, who raise the same or similar issues repeatedly without grounds for further review. If a complainant's behaviour becomes unreasonable, the provision may take steps to restrict communication, ensuring that it does not interfere with normal school operations.

Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those directly involved in resolving the complaint or where legally required. Complaints and their outcomes will not be disclosed publicly and will be stored securely in line with the provision's data protection policies.

Complaints Involving Staff

- If the complaint is about a staff member, they will be informed of the allegation and given an opportunity to respond. Stride will ensure that all parties are treated fairly.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Links to Other Policies

This Complaints Procedure should be read in conjunction with the following policies:

- **Safeguarding and Child Protection Policy.**
- **Staff Behaviour Policy.**
- **Equality and Diversity Policy.**

This policy was adopted by Stride 360	Date: 28/10/24
To be reviewed by: 28/10/26	Written by: Simone Lyons

