



Complaints Procedure

Date: 10/02/2025

Version: 1

1. Introduction

Liberation Learning is committed to creating a safe, supportive, and inclusive environment for all learners, staff, volunteers, and anyone else involved with our organization. We believe that everyone has the right to learn and work without fear of bullying or harassment. This policy outlines our commitment to preventing and addressing bullying in all its forms.

2. Policy Statement

Liberation Learning is committed to providing high-quality tuition services and maintaining positive relationships with all our students, parents/guardians, and stakeholders. We recognise that, occasionally, concerns or complaints may arise. This policy outlines our procedure for addressing such matters promptly, fairly, and confidentially, aiming for a swift and satisfactory resolution for all parties involved.

We believe that open communication is vital. We encourage parents/guardians to raise concerns at the earliest opportunity so that issues can be resolved informally before they escalate.

3. Scope

This policy applies to all complaints made by parents/guardians, students (where appropriate and with parental involvement), or other stakeholders regarding any aspect of Liberation Learning's services, staff, or operations. This includes, but is not limited to:

- Quality of tuition or teaching methods.
- Conduct of tutors or staff members.
- Scheduling or administrative issues.
- Concerns regarding student welfare or progress.
- Billing or payment queries that have not been resolved through regular channels.

This policy does not cover:

- Complaints regarding disciplinary actions taken against staff members (these are handled under internal HR policies).
- Requests for information under data protection legislation (these are handled under the GDPR policy).

4. Aims of this Policy

This policy aims to:

- Provide a clear and accessible process for parents/guardians and others to raise concerns or complaints.
- Ensure that all complaints are dealt with consistently, fairly, sensitively, and in a timely manner.
- Establish a multi-stage process for resolving complaints, starting with informal resolution.
- Promote effective communication between Liberation Learning and complainants.
- Ensure that outcomes are properly communicated and recorded.
- Learn from complaints to continuously improve our services.

5. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction about the actions, or lack of actions, or the standard of service provided by Liberation Learning, that requires a response.

6. Guiding Principles

Fairness: All complaints will be investigated impartially and objectively.

Confidentiality: Information relating to complaints will be handled with appropriate confidentiality, shared only with those who need to know for the purpose of investigation and resolution.

Respect: All parties involved in the complaints process will be treated with respect.

Timeliness: Complaints will be addressed and responded to within reasonable timescales.

Resolution: Our primary aim is to resolve complaints to the satisfaction of all parties, where possible.

Learning: Complaints are viewed as an opportunity for continuous improvement of our services and practices.

7. Complaints Procedure Stages

Liberation Learning's complaints procedure has three stages:

- Stage 1: Informal Resolution
- Stage 2: Formal Written Complaint (investigated by the Director)
- Stage 3: Review by an Independent Third Party

7.1. Stage 1: Informal Resolution

Many concerns can be resolved quickly and informally through direct communication.

- Initial Contact: Parents/guardians are encouraged, in the first instance, to raise their concern directly with the tutor involved, or with the administrative team if the concern relates to scheduling or general administration. This can be done verbally (in person or by phone) or in writing (email).
- Purpose: To clarify the issue, provide immediate feedback, and seek a swift, mutual resolution.
- Timescale: The tutor or administrative staff member will endeavour to address the concern within 3 working days of it being raised. If the issue cannot be resolved at this stage, or if the parent/guardian is not satisfied with the outcome, they should proceed to Stage 2.

Note: If the concern relates to the conduct of a specific tutor and the parent/guardian feels uncomfortable approaching them directly, they should proceed immediately to Stage 2.

7.2. Stage 2: Formal Written Complaint

If a concern cannot be resolved informally at Stage 1, or if the parent/guardian feels the issue warrants a formal complaint from the outset, they should submit a formal complaint in writing.

7.2.1. Submission

The complaint must be submitted in writing (email preferred) to the Director of Liberation Learning, Angela Taghizadeh.

- Email: Angela.Taghizadeh@liberationlearning.co.uk

7.2.2. Content

The written complaint should include:

- The complainant's full name and contact details.
- The pupil's name (if applicable).
- A clear, concise description of the complaint, including relevant dates and times.
- Names of any individuals involved.
- Details of any previous attempts to resolve the issue (Stage 1).
- What outcome the complainant is seeking.

7.2.3. Acknowledgement

The Director will acknowledge receipt of the complaint in writing within **3 working days** of its receipt.

7.2.4. Investigation

The Director will undertake a thorough investigation into the complaint. This may involve:

- Reviewing relevant records.
- Speaking with the complainant.
- Interviewing staff members or other relevant individuals.
- Gathering any other pertinent information.

7.2.5. Response

The Director will provide a formal written response to the complainant within **15 working days** of acknowledging the complaint. This response will detail:

- The findings of the investigation.
- Conclusions reached.
- Any actions taken or proposed.
- The rationale for the decision.
- Information about how to escalate the complaint to Stage 3 if the complainant remains dissatisfied.

7.2.6. Extension

If the investigation is complex and requires more time, the Director will inform the complainant of the delay and provide an estimated revised response date.

7.3. Stage 3: Review by an Independent Third Party

If the complainant remains dissatisfied after receiving the formal written response from the Director at Stage 2, they may request a review by an independent third party.

- **Request for Review:** The complainant must write to the Director within **10 working days** of receiving the Stage 2 response, stating their continued dissatisfaction and requesting an independent review.
- **Independent Reviewer:** Liberation Learning will identify and appoint a suitably qualified independent individual who has no prior involvement with the complaint or Liberation Learning. This could be a professional from a relevant educational body, an independent mediator, or a consultant.
- **Process:** The independent reviewer will be provided with all documentation relating to the complaint and will conduct a review of the process and decision-making at Stage 2. They may, at their discretion, speak to the complainant, the Director, or other relevant parties.
- **Recommendation:** The independent reviewer will provide a written report with their findings and recommendations to the Director and the complainant within **20 working days** of their appointment.
- **Final Decision:** The Director will consider the independent reviewer's recommendations and provide a final written decision to the complainant within **10 working days** of receiving the independent reviewer's report. This decision will be final on behalf of Liberation Learning.

8. Confidentiality

All complaints will be treated with appropriate confidentiality. Information will only be shared with those individuals who need to know to investigate and resolve the complaint. Complainants should be aware that absolute anonymity cannot always be guaranteed, especially if the nature of the complaint requires disclosure of identity to conduct a fair investigation.

9. Vexatious or Unreasonable Complaints

Liberation Learning is committed to dealing with all complaints fairly. However, we reserve the right to decline to investigate or to cease correspondence regarding complaints that are deemed to be vexatious, malicious, or unreasonably persistent. In such cases, the complainant will be informed in writing, and the reasons for this decision will be provided.

10. Record Keeping

A confidential record of all formal complaints will be maintained by the Director of Liberation Learning. This record will include:

- The date the complaint was received.
- The nature of the complaint.
- Details of the investigation.
- Correspondence with the complainant.
- The outcome and actions taken.
- The date the complaint was closed.

These records will be kept in accordance with Liberation Learning's Data Protection Policy.

11. Learning from Complaints

All complaints are valuable sources of feedback. Liberation Learning will regularly review formal complaints to identify trends, recurring issues, and areas for improvement in our services, policies, and procedures. Outcomes of complaints will inform staff training and policy updates where appropriate.

12. Contact Information

7.4. Initial Informal Concerns (Stage 1)

- Your child's tutor directly
- Liberation Learning Administration Team: Support@liberationlearning.co.uk

7.5. Formal Written Complaints (Stage 2 & 3 requests)

- The Director: Angela Taghizadeh
- Email: Angela.Taghizadeh@liberationlearning.co.uk