

## **Complaints Policy**

### **1. Purpose**

This policy sets out how Liminal Education East Anglia Ltd manages and responds to complaints from parents, carers, commissioners, staff, and other stakeholders. The aim is to ensure complaints are dealt with promptly, fairly, and transparently, in order to maintain trust and improve our practice.

### **2. Principles**

We are committed to:

- Listening to concerns and complaints.
- Resolving issues quickly, fairly and informally wherever possible.
- Treating all complaints seriously and with respect.
- Learning from complaints to improve the quality of our provision.
- Ensuring pupils and families are not disadvantaged for raising a concern.

### **3. Scope**

This policy applies to complaints from parents/carers, pupils, commissioners (schools/LAs), and members of the public. It does not cover safeguarding allegations, which are handled under the Safeguarding and Child Protection Policy, or staff grievances, which are managed separately.

### **4. Stages of the Complaints Process**

Stage 1 – Informal Resolution

- Most concerns can be resolved informally through discussion with staff or the Provision Lead/Manager.
- Concerns should be raised as soon as possible so they can be addressed promptly.

Stage 2 – Formal Complaint

- If unresolved, the complainant should submit their complaint in writing to the Provision Head of Centre.
- The complaint will be acknowledged within 5 working days.
- An investigation will be carried out and a written response provided within 15 working days where possible.

Stage 3 – Independent Review

- If the complainant is not satisfied with the response, they may request a review by an independent person not directly involved in the matter (e.g. an independent advisor or trustee, if applicable).
- The independent review will consider whether the complaint was handled properly and fairly.
- A written outcome will be provided, normally within 20 working days.

## 5. Record Keeping

All complaints, whether informal or formal, will be logged and records retained securely. Records will include the nature of the complaint, actions taken, and outcomes. These may be shared with commissioners (schools/LAs) where appropriate.

## 6. Confidentiality

All complaints will be handled sensitively. Information will only be shared with those who need to know in order to resolve the complaint. Records will be kept in line with our Data Protection and Privacy Policy.

## 7. Policy Review

This policy will be reviewed annually, or sooner if needed in response to feedback or changes in statutory or best practice guidance.

Approved by: ***Richard Henwood*** (Head of Centre)

Date: 01/09/25

Next Review: September 2026