

## Student Complaints Policy



### 1. Purpose

Liminal Education East Anglia is committed to creating a safe, respectful, and supportive environment where pupils feel listened to and valued. This policy outlines how students can raise concerns or complaints and how these concerns will be addressed fairly, sensitively, and promptly.

### 2. Scope

This policy applies to all pupils attending the provision and covers complaints relating to educational provision, staff conduct, relationships with peers, safeguarding concerns, wellbeing, communication, facilities, or any aspect of the student experience.

### 3. Principles

- Pupils will be listened to respectfully.
- Complaints will be taken seriously.
- Concerns will be dealt with fairly and proportionately.
- Pupils will not be disadvantaged for raising concerns.
- Safeguarding concerns will always be prioritised.
- Wherever possible, issues will be resolved informally and supportively.

### 4. Informal Concerns

Most concerns can usually be resolved informally through discussion with a trusted adult, teacher, teaching assistant, or the Head of Centre.

Pupils are encouraged to speak up as early as possible so concerns can be addressed quickly and appropriately.

### 5. Formal Complaints

If a pupil feels their concern has not been resolved informally, they may make a formal complaint verbally or in writing with the Head of Centre / DSL.

The provision will investigate concerns fairly, maintain appropriate confidentiality, and provide feedback where appropriate.

### 6. Safeguarding Concerns

If a complaint relates to safeguarding, bullying, peer-on-peer abuse, discrimination, or the conduct of adults, the concern will be handled in line with safeguarding procedures.

Immediate action may be taken where a pupil is considered to be at risk of harm.

## 7. Support for Pupils

The provision recognises that some pupils may find it difficult to express concerns due to SEMH, SEND, anxiety, communication difficulties, or previous experiences.

Staff will therefore provide appropriate support, reassurance, and flexibility when pupils raise concerns or complaints.

## 8. Confidentiality

Complaints will be handled sensitively and information will only be shared with those who need to know in order to investigate and respond appropriately.

Absolute confidentiality cannot be guaranteed where safeguarding concerns or risks of harm are identified.

## 9. Recording Complaints

Significant complaints and outcomes will be recorded appropriately and stored securely in line with the Data Protection and Privacy Policy.

## 10. Outcomes and Resolutions

Possible outcomes may include informal resolution, restorative discussion, additional support for pupils, review of procedures, safeguarding action, or behaviour responses where appropriate.

## 11. Monitoring and Review

This policy will be reviewed annually or sooner where guidance changes, concerns arise from practice, or operational arrangements change.

## 12. Linked Policies

- Safeguarding and Child Protection Policy
- Behavior Policy
- Anti-Bullying Policy
- Equality and Inclusion Policy
- Online Safety Policy
- Data Protection and Privacy Policy

## 13. Review

This policy will be reviewed annually or sooner if guidance or circumstances change.

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

Date: 01/09/25

Next Review: September 2026