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PARENTS & ADMINISTRATION

Complaints Policy

Most concerns are resolved with a conversation. When they aren't, a clear three-stage route.



POLICY OWNER

Director

APPLIES TO

Parents, students and members of the public

THE ONE RULE TO REMEMBER

Raise it early; we reply in writing at every formal stage.

1

Stage 1 · Informal

Speak to the specialist or Office team.
Aim to resolve within 10 working days.

2

Stage 2 · Formal

Written complaint to the Director, by letter or to info@pass11plusgrammar.com.
Acknowledged in 5, answered in 15 working days.

3

Stage 3 · Review

Reviewed by someone not involved before.
Final written response within 20 working days.

Figure 21 — Complaint stages and timescales.

Details

- Complaints should be raised within three months of the event.
- **Complaints about the Director** go straight to the Independent Safeguarding Adviser, who is external to the centre, at Stage 2, and are reviewed by them at Stage 3. They are never handled by the Director.
- Data protection and CCTV complaints follow these same stages and timescales (Policies 12 and 4).
- Safeguarding concerns are never handled as complaints; they go to the DSL under Policy 1.
- A parent may bring a friend or interpreter to any meeting.
- If still unhappy, parents may seek advice from Citizens Advice or use an alternative dispute resolution service.
- All complaints and outcomes are logged so we can learn from them.