



## Complaints Policy – Safe Space Education

Version 1 (01/03/2026)

### 1. Introduction

**Safe Space Education** is committed to providing high-quality Alternative Provision (AP), 1:1 mentoring, and tutoring services. We recognise that, on occasion, pupils, parents/carers, commissioning schools, or other stakeholders may wish to raise concerns or make a complaint. This policy outlines how complaints are managed fairly, promptly, and transparently.

We aim to resolve issues at the earliest possible stage and to learn from feedback to improve our services.

### 2. Scope of the Policy

This policy covers complaints relating to:

- The quality of provision
- Staff conduct or professionalism
- Safeguarding concerns (which will be redirected to the DSL)
- Administrative or operational matters
- Communication or expectations

This policy does **not** cover:

- Appeals against exclusions (not applicable to our service)
- Staff grievances (covered by internal HR procedures)
- Allegations of abuse (handled under safeguarding procedures)

### 3. Principles

Safe Space Education ensures that:

- Complaints are taken seriously
- Responses are timely and respectful
- Investigations are fair and impartial
- Complainants are kept informed
- Records are maintained securely
- Complaints do not result in discrimination or disadvantage

#### **4. Informal Resolution (Stage 1)**

Most concerns can be resolved informally.

Complainants are encouraged to raise issues directly with:

- The staff member involved, **or**
- A senior member of the team

We aim to resolve informal concerns within **5 working days**.

If the issue is not resolved, the complainant may proceed to a formal complaint.

#### **5. Formal Complaint (Stage 2)**

##### **Submitting a Complaint**

Formal complaints should be submitted in writing to Safe Space Education Lead, Jane McNiven.

The complaint should include:

- Name and contact details
- Details of the concern
- Relevant dates, times, or evidence
- Steps already taken to resolve the issue

##### **Acknowledgement**

We will acknowledge receipt within **3 working days**.

##### **Investigation**

Our SSE Lead will:

- Review the complaint
- Speak with relevant staff or pupils
- Examine records or evidence
- Provide a written response

We aim to complete investigations within **10 working days**.

##### **Outcome**

The written response will include:

- Findings
- Any actions taken
- Any further steps available



## **6. Appeal (Stage 3)**

If the complainant is dissatisfied with the outcome, they may request an appeal.

An appeal will be reviewed by a chosen, and appropriately qualified associate not previously involved.

The appeal outcome will be provided within **10 working days** and will be final.

## **7. Safeguarding Concerns**

If a complaint includes information that raises safeguarding concerns, it will be:

- Immediately referred to the Designated Safeguarding Lead (DSL) – Jane McNiven
- Managed under safeguarding procedures
- Potentially escalated to external agencies

Safeguarding matters cannot be handled through the complaints process.

## **8. Complaints About Staff**

Complaints about staff will be:

- Investigated sensitively
- Managed in line with HR and disciplinary procedures
- Escalated to the LADO if allegations meet the threshold

Staff have the right to support and representation.

## **9. Anonymous Complaints**

Anonymous complaints will be reviewed, but action may be limited if insufficient information is provided.

## **10. Record Keeping**

Safe Space Education will maintain:

- A complaints log
- Records of investigations
- Outcomes and actions taken

Records will be stored securely, in line with our privacy and GDPR policy, and reviewed to identify patterns or improvements.

## **11. Review of Policy**

This policy will be reviewed annually or sooner if required.

Review date: 01/03/2027