

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kat.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

Complaints Policy

Version 1.2

1. Policy Statement

Learn With Confidence (LwC) is committed to providing the highest standard of education and support to all students, families, and stakeholders. However, we acknowledge that there may be occasions when individuals feel dissatisfied with some aspect of our service. This Complaints Policy outlines the procedure for raising concerns and ensures that complaints are handled in a fair, transparent, and timely manner, in line with LwC's ethos of collaboration and putting the needs of students at the centre of all decisions.

2. Aims

The aim of this policy is to ensure:

- All complaints are treated seriously and dealt with promptly.
- Complaints are handled in a fair and non-adversarial manner.
- A clear process is in place to resolve complaints and learn from them to improve LwC's services.
- Complainants feel assured that their concerns are heard and acted upon appropriately.

3. Scope

This policy applies to all students, parents, guardians, staff, and other stakeholders who may have concerns or complaints about the provision or operation of LwC.

4. Procedure for Raising a Complaint

To help us process your complaint efficiently, please provide the following information when contacting LwC:

- **Full details of your complaint:** Please include specific information related to the issue, any incidents or occurrences, and names of any individuals involved.
- **Contact information:** Include your name, address, daytime and evening phone numbers, and email address, so we can respond appropriately.

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5. How to Contact Us

Complaints should be addressed via one of the following channels:

- **Email:** complaints@learnwithconfidence.co.uk
- **Phone:** 01403 586029/07926 436740
- **Post:** Learn with Confidence
Complaints
5 Kings Court
Harwood Road
Horsham RH13 5UR

6. Complaints Handling Process

6.1. Acknowledgement

- We will acknowledge receipt of your complaint within **48 hours** of receiving it. This acknowledgement will include details of who is handling the complaint and the expected timeline for resolving it.

6.2. Investigation

- A thorough investigation will be carried out to understand the circumstances surrounding the complaint. This may involve speaking with relevant parties, reviewing documents, and gathering other necessary evidence.
- The investigation will be completed as quickly as possible, ensuring that it is comprehensive and fair. We aim to resolve most complaints within **10 working days**, but in more complex cases, this process may take longer. If so, you will be informed of any delays and given a revised timeline.

6.3. Response and Resolution

- Once the investigation is complete, we will inform you of the outcome. This will include:
 - A summary of the findings.
 - Any actions that have been taken or will be taken as a result of the investigation.
 - An opportunity to discuss the findings if you have any further questions or concerns.
- If the complaint is upheld, we will take appropriate steps to rectify the issue and prevent a recurrence.
- If you are not satisfied with the resolution, you have the right to escalate the complaint (see Section 7 below).

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7. Escalating a Complaint

If you are not satisfied with the initial response to your complaint, you can request a further review by:

- Contacting the Director of LwC for a formal review of the complaint.
- Requesting a meeting with LwC leadership to discuss the matter in person. We aim to resolve escalated complaints within **15 working days** of the request.

8. Relevant Legislation

This policy is informed by the following legislation:

- **Children Act 1989**
- **Education Act 1996**
- **Equality Act 2010**
- **General Data Protection Regulation (GDPR) 2018**
- **Health and Safety at Work Act 1974**
- **Public Interest Disclosure Act 1998**

9. Additional Policies Referenced

This Complaints Policy should be read in conjunction with the following LwC policies:

- **Equality, Diversity, and Inclusion Policy:** Ensures that complaints related to discriminatory practices are handled with sensitivity and in line with our commitment to equality.
- **Safeguarding and Child Protection Policy:** Ensures that any complaint relating to the safety or welfare of students is prioritised and addressed promptly.
- **Mental Health Policy:** Ensures that complaints involving mental health or wellbeing are addressed in a way that supports all individuals involved.
- **Online Safety Policy:** Ensures complaints related to online interactions are addressed appropriately.

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- **SEND Policy:** Ensures complaints regarding provision for students with SEN or SEMH needs are handled in accordance with our commitment to inclusive education.
- **Whistleblowing Policy:** Provides guidance on reporting concerns in the public interest, ensuring transparency and accountability.
- **Managing Allegations Against Staff Policy:** Outlines the process for managing complaints or allegations made against staff, ensuring these are handled promptly and fairly.

10. Monitoring and Review

Complaints are an important source of feedback, and LwC is committed to learning from them to improve our services. This policy will be reviewed annually by the leadership team to ensure its effectiveness and compliance with best practices.

Version Control			
Version No.	Date	Author	Notes
1.0	15 th October 2024	K Perry	Initial Draft
1.1	02.09.2025	KP	
1.1	5.9.26	KP	