

**IMPACT ALTERNATIVE LEARNING
COMPLIMENTS & COMPLAINTS POLICY
ULTIMATE – FINAL INSPECTION VERSION**

Reviewed: April 2026

Applies to learners aged 5–19

1. STATUTORY FRAMEWORK

Independent School Standards Regulations 2014 (Part 7)

KCSIE 2025

Education Act 2002

Equality Act 2010

Human Rights Act 1998

Data Protection Act 2018 (UK GDPR)

2. PURPOSE

To ensure all complaints are handled fairly, consistently and in line with safeguarding duties.

To promote a culture of openness and continuous improvement.

To ensure compliments are captured and used to improve provision.

3. KEY PRINCIPLES

Fairness, transparency and accountability.

Safeguarding overrides all other processes.

All parties treated with respect.

No detriment for raising a concern.

4. COMPLIMENTS PROCEDURE

Compliments can be submitted verbally, in writing or via email.

All compliments are logged centrally.

Patterns are analysed termly.

Used for staff recognition and service improvement.

5. COMPLAINTS PROCEDURE OVERVIEW

Stage 1: Informal resolution

Stage 2: Formal complaint

Stage 3: Investigation

Stage 4: Panel hearing

Stage 5: Appeal

6. STAGE 1 – INFORMAL

Concerns raised with staff.

Attempt resolution within 5 working days.

7. STAGE 2 – FORMAL

Complaint submitted in writing.

Acknowledged within 5 working days.

Investigation lead appointed.

8. STAGE 3 – INVESTIGATION

Evidence gathered.

Statements taken.

Outcome issued within 20 working days.

9. STAGE 4 – PANEL

Panel of 3 including independent member.

Parent may attend with support.

Findings recorded and issued.

10. STAGE 5 – APPEAL

Appeal within 10 working days.

Handled independently.

Final decision issued.

11. SAFEGUARDING OVERRIDE

Any safeguarding concern is immediately referred to DSL.

LADO contacted where required.

Police/social care involved if necessary.

12. RECORD KEEPING

All complaints logged centrally.

Records retained securely.

Available for Ofsted inspection.

