



EmpowerEd Complaints Policy

Date adopted:	1 st September 2025
Review date:	1 st September 2026

1. Purpose

EmpowerEd is committed to providing the highest standard of education and care. We recognise that, from time to time, learners, families, staff, or other stakeholders may have concerns or complaints. This policy sets out a clear, fair, and transparent process for raising and resolving complaints in a timely and constructive manner. We aim to learn from all feedback to improve our provision.

2. Scope

This policy applies to all complaints relating to EmpowerEd's activities, including:

- Educational provision and learning environment
- Care, welfare, and safeguarding
- Conduct of staff, volunteers, or visiting professionals
- Facilities, resources, or administrative processes

It applies to all staff, volunteers, learners, parents/carers, visitors, and any other stakeholders involved in EmpowerEd's operations.

3. Principles

EmpowerEd will ensure that:

- Complaints are taken seriously, investigated thoroughly, and resolved where possible to the satisfaction of all parties.
- The process is accessible, straightforward, and free from bias.



- Complainants are treated with respect and will not face discrimination or retaliation for raising a concern.
- Complaints are handled in line with statutory obligations, including safeguarding responsibilities.
- Lessons learned from complaints are used to improve practice.

4. Stages of the Complaints Procedure

Stage 1: Informal Resolution

Where possible, concerns should be raised promptly and informally with the relevant member of staff. Many concerns can be resolved at this stage without the need for a formal process. If the matter cannot be resolved informally, or the complainant is not satisfied with the response, they may proceed to Stage 2.

Stage 2: Formal Written Complaint

The complainant should submit their concerns in writing (by letter or email) to the Senior Leadership Team (SLT) at EmpowerEd, including:

- Name and contact details of the complainant
- Details of the complaint, including relevant dates, times, and any supporting documents
- The outcome sought

Process:

- Written acknowledgement will be sent within 5 working days.
- The SLT will investigate, which may involve speaking with the complainant, staff, and reviewing relevant records.
- A written response will be provided within 28 working days.



- If more time is needed, the complainant will be informed and given a revised timescale.

Stage 3: Appeal to Senior Leadership

If dissatisfied with the Stage 2 outcome, the complainant may submit a written appeal within 10 working days of receiving the decision. The appeal should clearly state the grounds (e.g., procedural error, new evidence, or concerns about fairness).

A senior leader not previously involved will review the case, which may include further investigation or a meeting with the complainant. A written response will be issued within 28 working days of the appeal request.

Stage 4: External Review

If the complainant remains dissatisfied after the appeal, they may contact an appropriate independent body or regulatory authority. EmpowerEd will provide details of the relevant organisation and cooperate fully with any external investigation.

5. Confidentiality

- All complaints will be handled confidentially, with information shared only where necessary to investigate and resolve the matter or if legally required.
- Records will be stored securely in line with the EmpowerEd Data Protection Policy and UK GDPR.

6. Record Keeping

EmpowerEd will maintain a log of all complaints, including:

- Nature of the complaint
- Steps taken during the investigation



- Outcome and resolution
- Actions taken to prevent recurrence

Records will be kept for a minimum of three years and reviewed annually by the SLT to identify any patterns or trends.

7. Monitoring and Review

The Senior Leadership Team will:

- Monitor all complaints to ensure compliance with this policy.
- Review outcomes and actions to identify improvements in practice.
- Report anonymised complaint data to governance/oversight bodies where applicable.

This policy will be reviewed annually, or sooner if there are changes to legislation or guidance.

8. Related Policies

This Complaints Policy should be read alongside:

- Behaviour Support Policy
- Safeguarding and Child Protection Policy
- Data Protection Policy

Concerns or complaints about safeguarding should be referred immediately to the Designated Safeguarding Lead and will be managed in line with the Safeguarding and Child Protection Policy.