Education 1st
"enhancing lives through education"
Sports 1st

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Complaints and Feedback Policy

Policy Review
The responsibility of reviewing and maintaining this policy is Craig Dembicki (Managing Director). This policy will be reviewed annually.

Start date of policy: **31st August 2014**
Policy reviewed: **14th July 2026**
Date of next review: **14th July 2027**

Signed

Craig Dembicki
Managing Director
Education 1st

Purpose

The purpose of this policy is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the stated ethos of the provision. At Education 1st we believe that learning should be purposeful, relevant and challenging. A strong mentoring scheme underpins a curriculum that seeks to unlock the potential of every child through learning.

Policy Rationale

We value feedback from pupils, parents/carers and service commissioners. Feedback enables Education 1st to develop the service we offer. We actively seek the views of pupils, parents/carers and commissioners on a regular basis through daily contact and termly evaluation.

There should be a straightforward system of dealing with any complaints by parents, staff, pupils or other interested parties, which is easily understood by all those involved. Listening and responding to concerns and complaints enables us to adjust and improve services and systems. Providing a formal but clear way for dissatisfaction to be expressed and taken seriously is one way in which the Education 1st can demonstrate its respect for its stakeholders and commissioning bodies. We also value any positive feedback about our service.

If you have a concern

- Raise an issue with an Operations Manager.
- Raise an issue with the Operations Director.

Please do not hesitate to contact us on 07341 564377 or you can email us at admin@education-1st.org.uk and we'll be happy to assist with any questions.

Guidelines for making a complaint

Action	Notes/Timescale
1. Raise the issue with… ● Unless the complaint is of a really serious nature, it is helpful if the issue/concern is first raised with the relevant member of staff. ● Staff should always be prepared to discuss worries that parents may have about their child's time with Education 1st ● Taking informal concerns seriously at the earliest stage will reduce the numbers that develop to formal complaints.	Education 1st has an 'Open Door' ethos, but it is important to remember that staff are preparing for the day ahead from 7.30am onwards. It may be necessary to ask parents/carers to make an appointment via the office staff immediately. All staff should always inform their line manager within **24hrs** should a complaint be made. The line manager must record any complaint in the complaint logbook, within 24 hours of a complaint being made. A response to this complaint will be made within a **12-hour period** of being reported.
2. Raise the issue with an Operations Manager for formal investigation. If initial attempts to resolve the issue are unsuccessful and the person concerned remains dissatisfied then the Operations Manager is the contact point with responsibility for the operation of the complaints policy.	An Operations Manager will investigate issues as appropriate and will raise issues with relevant staff and: ● Establish what has happened and who has been involved. ● Clarify the nature of the complaint and what remains unresolved. ● Meet with the complainant. ● Clarify what the complainant feels would put things right.

	● Interview those involved, allowing them to be accompanied if they wish. ● Conduct interviews with an open mind and take notes. The procedures will attempt to clarify any misunderstandings that might have occurred and create a positive atmosphere in which to discuss any outstanding issues. The complaint form can also be used for complaints made to one of the Operations Managers or Operations Director. This process will be undertaken in **no less than 12 hours**.
3. Complaint heard by Complaints Panel If the matter remains unresolved following stages 1 and 2 then the complaint will be heard by a Complaints Panel set up by Craig Dembicki, Managing Director or Louise Harvey, Operations Director. The panel will consist of at least 3 people who were not directly involved in the matters detailed in the complaint.	The Operations Director or Managing Director will write to complainants setting out the timescales for setting up a Complaints Panel, for the Panel to take evidence from all parties, come to a conclusion and report to the complainants. This is likely to take **4 to 6 weeks** in practice to arrange with all concerned. The panel can: ● Dismiss the complaint in whole or in part. ● Uphold the complaint in whole or in part. ● Decide on the appropriate action to resolve the complaint. ● Recommend changes to Education 1st 's systems and procedures to avoid problems of a similar nature recurring. The aim of the panel will be to resolve the complaint and achieve reconciliation between the complainant and Education 1st . The panel chair will ensure that proceedings are as welcoming as possible and that the setting is not adversarial. When there is a panel hearing of a complaint, one panel member will be independent of the management and running of the school for example, a manager from Bristol City Council's, Alternative Learning Provision IncludEd Team). The panel will consist of at least 3 people who were not directly involved in the matters detailed in the complaint.

Action taken by Education 1st as a result of the complaint

A parent/carer will be allowed to attend and allowed to be accompanied by an advocate at the panel hearing if they wish. The panel will make findings and recommendations which will be provided to the complainant in writing. A copy of the panel findings will be provided both to the complainant and where relevant the person complained about. The findings and recommendations will be available for inspection on the provider's premises. Written records will be kept of all complaints whether they are resolved

following a formal procedure or proceed to a panel hearing. Action taken by Education 1st as a result of those complaints (regardless of whether they are upheld); and correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Education & Skills act requests access to them.

Resolving Complaints

At each stage in the procedure, those considering the complaint will want to keep in mind ways in which the complaint can be resolved. Complainants should be encouraged to state what actions they feel might resolve the problem. It may be sufficient to acknowledge that the complaint is valid in whole or in part. In addition it may be appropriate to offer one or more of the following:

- An apology.
- An explanation.
- An admission that the situation could have been handled differently or better.
- An assurance that the event complained of will not recur.
- An explanation of the steps taken so that it will not happen again.
- An undertaking to review policies in light of the complaint.

Recording complaints

Education 1st will record any complaint including the progress of the complaint and the final outcome. The member of staff **(Stage 1)**, Operations Manager **(Stage 2)**, Operations Director / Managing Director **(Stage 3)** will ensure that the complainant and Education 1st have the same understanding of the outcome. The complainant will be encouraged to complete an **Appendix A (Complaints & Feeback Form)** but Education 1st will not wait for the form to be completed before treating the matter as a formal complaint. All complaints will be recorded within a complaints logbook.

Time scale for the management of a complaint

Stage 1	12 hours
Stage 2	24 hours
Stage 3	4 - 6 weeks