



Complaints Policy

Version	Edited by	Date	Review Date
1	Zena Hardy	September 2025	September 2026

POLICY & PROCEDURE FOR DEALING WITH COMPLAINTS

1. Purpose

We Believe You Achieve is committed to providing high-quality education, vocational training, mentoring and support in a safe, respectful and inclusive environment.

We aim to resolve concerns quickly, fairly and effectively. This policy sets out how learners, parents/carers, schools, staff, or other stakeholders can raise concerns or complaints about any aspect of our provision, and how these will be managed.

This policy does not apply to safeguarding or child protection concerns, which must follow our Safeguarding Policy and Procedures.

2. Principles

We Believe You Achieve will:

- Treat all complaints seriously, fairly and confidentially.
- Respond promptly and keep all parties informed.
- Handle information in line with GDPR and safeguarding requirements.
- Encourage informal resolution wherever possible.
- Use complaints as opportunities to learn, improve and strengthen trust.
- Consider anonymous complaints if sufficient information is provided.

No complainant will be disadvantaged by raising a concern in good faith.

3. Scope

This procedure applies to complaints about:

- Our services or programmes (mentoring, education, boxing, skills-based activities)
- Staff or contractors
- Administrative processes
- Assessment and awarding issues
- Behaviour or decisions made within the organisation

4. Responsibilities

- **Directors** – Oversee the process, ensure fair handling and timely resolution.
- **Staff** – Respond professionally, cooperate fully with investigations.

- **Learners/Parents/Carers/Schools** – Raise concerns promptly and provide clear information.

5. Complaints Procedure

Stage 1 – Informal Resolution

Wherever possible, complaints should first be raised informally with the relevant member of staff or programme lead.

Many issues can be resolved quickly through discussion. If resolved at this stage, no further action is required. If the matter is not resolved, or the complainant is not satisfied, it should move to Stage 2.

Stage 2 – Formal Complaint

The complainant should submit their complaint in writing to a director via email or by using the organisation's complaint form.

The complaint should include:

- A clear statement of the issue
- Relevant details (e.g., dates, staff involved, impact)
- The outcome sought

A Director will investigate by gathering information from all relevant parties. A written response will be provided within 15 working days, outlining findings and actions.

Where complaints relate to qualifications or assessment, awarding body procedures may also apply.

Stage 3 – Escalation / Appeal

If the complainant remains dissatisfied with the outcome, they may escalate the complaint to:

- The awarding body, if the issue relates to qualifications or assessment.
- The Local Authority, where the learner's place has been commissioned.
- Other relevant external agencies, depending on the nature of the complaint.

For safeguarding matters, concerns may also be referred to the Local Authority Designated Officer (LADO) or the police.

6. Record Keeping

- All complaints, investigations, and outcomes will be in line with GDPR.
- Records will be retained for one year after the learner leaves the provision.
- Complaints will be reviewed periodically to identify patterns and improvements.

7. Monitoring and Review

Directors will review complaints annually to ensure the procedure is being followed and to make improvements recorded and stored securely where needed.

This policy will be reviewed annually or earlier if required by legislation, guidance, or organisational changes.

Contact for Complaints

We Believe You Achieve

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