A screenshot of a video game

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COMPLAINTS PROCEDURE

**Policy adopted on: 01 09 2025**

**Policy due for review: By 01 09 2026**

**Introduction**

At Uneek Learning we are proud of the quality of teaching and pastoral care provided to students and we are committed to continuous improvement. We therefore welcome feedback and all concerns are considered seriously and always with a view to seeking a resolution at the earliest opportunity. It is Uneek Learning’s Policy to investigate all concerns and complaints in a timely and non-adversarial manner. A copy of Uneek Learning’s complaints form can be found on the website at [www.uneeklearning.co.uk](http://www.uneeklearning.co.uk)

In our experience, most concerns can be resolved speedily and appropriately using our staged complaints procedure. Occasionally, a concern will be too serious to be handled by the initial Stage One, perhaps needing greater investigation or because the person concerned may not feel that the outcomes have been acceptable or adequate. In such circumstances, the concern will become a complaint and the formal procedure below will be followed. In all cases, every effort will be made to resolve the issue at Stage 1 of the process.

**The Complaints Procedure (Stage Two/ Three: Formal)**

**Stage One- Informal:**

Complaint heard by staff member if a student, parent or carer is concerned about anything to do with the education that we are providing at our provision, they should, in the first instance, discuss the matter with a member of staff. Most matters of concern can be dealt with in this way. All Uneek Learning staff work very hard to ensure that each child is happy at our provision and that they are making good progress. They always want to know if there is a problem so that they can act before the problem seriously affects the child’s progress. All parental concerns are logged and then referred to the Business Manager (Emily Wittering). If a parent or guardian feels that they would have difficulty discussing a complaint with a member of Uneek Learning’s team, the parent/guardian will be able to approach a member of staff and ask for the Business Manager (Emily Wittering) and can directly approach the complaint with them. Most complaints are normally resolved at this stage.

If a student, parent or carer is unhappy with the outcome they can make a formal complaint as outlined below.

**Stage Two:** Complaint heard by Education Director – Jay Treacy. If the student, parent or carer feels the situation has not been resolved at Stage One, or that their concern is sufficiently serious, they should make an appointment to discuss it with the Uneek Learnings Education Director – Jay Treacy. The Education Director takes each individual case very seriously and will investigate each case thoroughly. The Education Director may delegate the task of collating the information to another Uneek Learning staff member, but NOT the decision on the action to be taken.

**Stage Three:** Complaint heard by Company Director - Tim Payne. If the steps above fail to be resolved the issue should be made in a formal method to Uneek Learning. This complaint must be made in writing, stating the nature of the complaint and how the provision has handled it so far. The Company Director will indicate at the beginning how long they expect an investigation to take which would preferably be no longer than 20 working day. The Company Director may need to investigate more serious complaints with some detail, therefore more essential time may be needed to complete. The Company Director may feel it would be necessary to arrange a meeting to review the complaint and request the complainant(s) to attend the meeting so that they can explain the issues in more detail. Uneek Learning will give at least three days’ notice prior to the meeting for all parties. The Company Director can:

• Reject the complaint in whole or part;

• Support the complaint in whole or in part;

• Decide on the appropriate action to be taken to resolve the complaint;

• Advise changes to the provision or procedures to ensure that problems of a similar nature do not recur.

After listening to all parties and all the evidence, the Company Director will consider their conclusion and inform the parent or guardian about the event in writing. The Directors will do all they can at this point to resolve the complaint to the parent’s or guardian’s gratification.

If any student, parent or carer is still not gratified that the complaint has been dealt with accurately, then they are entitled to appeal to:

**The Secretary of State for Children, Provisions and Families, DFE,**

**Sanctuary Buildings,**

**Great Smith Street,**

**London,**

**SW13BT.**

**Monitoring and Review**

The Directors monitor the complaints policy and procedure to ensure that all complaints are handled properly. The Business Manager logs all complaints received by the provision and records how they were resolved. Directors examine this log on an annual basis. Directors consider any local or national assessments that affect the alternative provision complaints process and make any modifications necessary to this policy. This policy is made available to all parents and guardians which means they can be properly informed about Uneek Learning’s complaints process.

Concerns from members of staff are dealt with under Uneek Learning’s Grievance Procedure and concerns about staff conduct and capability are also subject to separate investigative procedures.

All complaints and expressions of concern, whether raised informally or formally, will be treated confidentially and correspondence, statements and records will remain confidential except where disclosure is required when legal obligations prevail.

The policy will be reviewed every year unless guidance/legislation/experience requires an earlier review.

**Complaint Form 2024-25**

Please complete and return to Uneek Learning who will acknowledge receipt and explain future actions to be taken. Your information will be used and stored to investigate the nature of your complaint.

**A Your details**

|  |
| --- |
| Title Mr/Mrs /Ms / Other : Surname: |
| Forname (s): |
| Daytime phone number : Mobile number : |
| Email Address : |
| How would you prefer us to contact you? |

**B. if you are making a complaint on behalf of someone else what are their details?**

|  |
| --- |
| Their name in full : |

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| --- |
| Address and postcode : |
| What is your relationship to them: |
| Why are you making a complaint on their behalf : |
|  |

**C. About your complaint**

C1

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| **Please give details of your complaint. You should include: • who/what your complaint refers to, • what you think has been done wrong or not done, • how you (or your child) has been affected, • when you ﬁrst became aware of the problem.** |

**C2. What action, if any, have you already taken to try and resolve your complaint? Please give details of your actions, and the response that you received**

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**C3. Please explain why you are dissatisﬁed with the resolution of your complaint so far.**

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**C4. What actions do you feel might resolve the problem?**

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**C5. You are able to support your complaint with additional documents if you feel that this would be helpful. Please list any additional documents here, and attach via email to** [**info@u-neeklearning.org**](mailto:info@u-neeklearning.org)

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|  |

Signature………………….. …………………………………………………………………………. Date………………………………..

Signature if you are making a complaint on behalf of someone else .

……………………………………………………………………………………………………………… Date……………………………………

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| --- |
| **Please send this form and any other documents to support your complaint to Business Manager, Emily Wittering via email** [**info@u-neeklearning.org**](mailto:info@u-neeklearning.org) |