



RECONNECT

— LEARNING —

PATHWAYS BACK TO EDUCATION

Reconnect Learning — Complaints Policy

Version 1.0 | Policy Owner: Ellen Kerr | Effective: September 2026 | Review: September 2027

1. Policy Statement

Our Commitment

Reconnect Learning is committed to providing high-quality education, support and services to learners, parents/carers, schools, local authorities and partner agencies.

We welcome feedback and recognise that complaints provide an opportunity to improve our services.

Our Approach

We are committed to handling concerns and complaints:

- **Fairly** — treating all parties with equal respect
- **Transparently** — being open about our processes
- **Promptly** — resolving issues without unnecessary delay
- **Respectfully** — maintaining dignity throughout

Reconnect Learning aims to resolve concerns at the earliest possible stage in a manner that promotes positive relationships while maintaining the welfare and safety of learners.

2. Purpose

This policy exists to ensure complaints are handled with clarity, consistency and care.

01	02	03
Clear Process	Fair Management	Accountability
Provide a clear process for raising concerns and complaints.	Ensure complaints are managed fairly and consistently.	Promote accountability and transparency across the organisation.
04	05	06
Service Quality	Appropriate Investigation	Positive Relationships
Improve service quality through learning from feedback.	Ensure complaints are investigated appropriately and proportionately.	Support positive relationships with learners, families and professionals.
07		
Legal Compliance		
Meet legal and regulatory expectations at all times.		

3. Scope

Who Can Complain?

This policy applies to complaints made by:

- Learners
- Parents and carers
- Schools
- Local Authorities
- Referring agencies
- Professionals
- Members of the public
- Contractors and suppliers

What Does This Policy Cover?

This policy covers complaints relating to:

- Service delivery
- Educational provision
- Staff conduct
- Communication
- Attendance arrangements
- Behaviour management
- Safeguarding procedures
- Equality and inclusion
- Administrative processes

4. Guiding Principles

Reconnect Learning will ensure that all complaints are handled in accordance with the following core principles.



Taken Seriously

All complaints will be acknowledged and considered appropriately, regardless of how they are submitted.



Handled Fairly

All parties will be treated with respect and impartiality throughout the process.



Investigated Thoroughly

Complaints will be investigated objectively and proportionately to the nature of the concern.



Resolved Promptly

Complaints will be addressed within reasonable timescales as set out in this policy.



Used for Improvement

Lessons learned will inform service development and quality assurance across the organisation.

5 & 6. What Is (and Is Not) a Complaint?

What Is a Complaint?

A complaint is an expression of dissatisfaction about an action, decision, service, member of staff, process or aspect of Reconnect Learning's provision.

Complaints may be made **verbally or in writing**.

What Is NOT Covered by This Policy?

This policy does not cover:

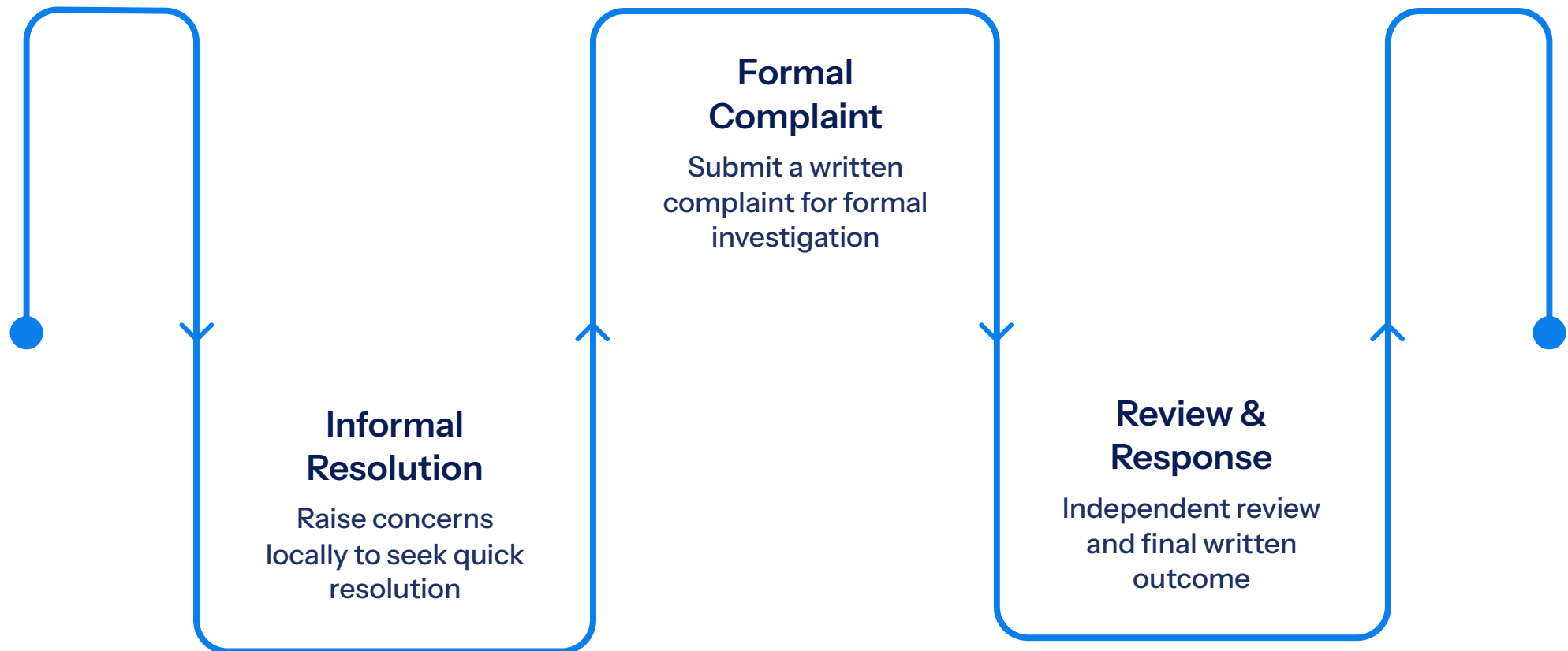
- Child protection referrals
- Allegations against staff
- Staff disciplinary matters
- Employment grievances
- Subject access requests
- Criminal matters
- Matters currently under legal investigation



Such matters will be managed under the appropriate policies and procedures.

7. Complaints Procedure – Overview

Reconnect Learning operates a clear three-stage complaints process designed to resolve concerns at the earliest possible opportunity.



Each stage has defined timescales and escalation routes. Complainants are encouraged to engage at the earliest stage wherever possible to enable swift and constructive resolution.



Stage 1 — Informal Resolution

Most concerns can be resolved informally without the need for a formal complaint. Complainants are encouraged to engage at this stage first.

What Complainants Should Do

- Raise concerns as soon as possible
- Speak with the relevant member of staff
- Provide sufficient information regarding the concern
- Identify the outcome they are seeking

Resolution Timescale

5

Working Days

Target timescale for informal resolution of concerns.

Where concerns are resolved informally, no further action may be required.

Stage 2 — Formal Complaint

Where a concern remains unresolved following Stage 1, a formal complaint may be submitted.

What to Include in a Formal Complaint

- Name and contact details
- Description of the complaint
- Relevant dates
- Supporting evidence
- Desired outcome

How to Submit

- Email
- Letter
- Complaint form

Stage 2 Timescales

2

Working Days

Acknowledgement of formal complaint received.

10

Working Days

Normal timescale for completing the investigation.

Stage 3 — Review and Final Response

If the complainant remains dissatisfied following Stage 2, a review may be requested. This is the final stage of the Reconnect Learning complaints process.

Review Requested

The complainant may request a review if they remain dissatisfied with the Stage 2 outcome.

Director Reconsideration

The complaint will be reconsidered by the Managing Director, who will review all relevant information and additional evidence.

Final Decision Issued

A final decision will be issued. The response will normally be provided within **15 working days**.



The decision at Stage 3 will normally conclude the Reconnect Learning complaints process.

Complaints Timescales at a Glance





8. Complaints Relating to Safeguarding

⊗ Safeguarding concerns will always take priority over the complaints process.

Concerns That Trigger Safeguarding Procedures

Where a complaint raises concerns regarding:

- Abuse
- Neglect
- Harm
- Safeguarding failures
- Child protection matters

The concern will be managed in accordance with the **Child Protection and Safeguarding Policy**. Allegations against staff will be managed under the Managing Allegations Against Staff Policy and referred to the Local Authority Designated Officer (LADO) where required.

Possible Referrals May Include

- Children's Social Care
- Police
- Local Authority Designated Officer (LADO)
- Other relevant agencies

Child-Centred Approach

Reconnect Learning will ensure that the wishes, feelings and lived experiences of children are considered when investigating concerns or complaints that directly affect them. Where appropriate, learners will be given opportunities to express their views and contribute to decision-making processes.

9. Complaints About Staff

Complaints regarding staff conduct will be investigated appropriately and with due regard to confidentiality and fairness.

Concerns That May Involve

- Professional misconduct
- Safeguarding concerns
- Breach of policy
- Unprofessional behaviour

Reconnect Learning May Initiate

- Internal investigation
- Safeguarding procedures
- Disciplinary processes

Where allegations against staff are raised, these will be managed in accordance with the Managing Allegations Against Staff Policy.



Confidential employment matters will not normally be disclosed to complainants.

10 & 11. Anonymous and Unreasonable Complaints

Anonymous Complaints

Anonymous complaints will be considered where:

- Serious safeguarding concerns are raised
- Public safety concerns exist
- Sufficient information is available for investigation



The ability to investigate anonymous complaints may be limited by the information available.

Vexatious, Malicious or Unreasonable Complaints

Reconnect Learning recognises that complainants have the right to raise concerns. However, the organisation may restrict communication where complaints are:

- Harassing or abusive
- Repetitive or vexatious
- Malicious
- Unreasonably persistent

Any restrictions will be **proportionate and documented**.

12 & 13. Record Keeping and Confidentiality

Record Keeping

Reconnect Learning will maintain records of:

- Complaints received
- Investigations undertaken
- Actions taken
- Outcomes
- Learning identified

Records will be securely stored, managed in accordance with **UK GDPR and the Data Protection Act 2018**, and retained in accordance with Reconnect Learning's Records Retention Schedule.

Confidentiality

Complaints will be handled confidentially wherever possible. Information will only be shared:

- On a need-to-know basis
- Where safeguarding requires disclosure
- Where required by law

⊗ Confidentiality cannot be guaranteed where child protection concerns arise.



14. Equality and Accessibility

Reconnect Learning is committed to ensuring the complaints process is accessible to all individuals, regardless of their background or circumstances.



Alternative Formats

Documents and communications can be provided in alternative formats to meet individual needs.



Additional Support

Additional support will be offered to those who require assistance navigating the complaints process.



Translation Services

Translation services are available to ensure language is not a barrier to raising a concern.



Advocacy Support

Advocacy support and accessible communication methods are available where required.



No individual will be disadvantaged because of disability, language, culture or protected characteristics.

15. Outcomes of Complaints

Following investigation, a range of outcomes may be reached depending on the nature and findings of the complaint.



**COMPLAINT
UPHELD**



**COMPLAINT
PARTIALLY
UPHELD**



**COMPLAINT
NOT UPHELD**



**INFORMAL
RESOLUTION
AGREED**



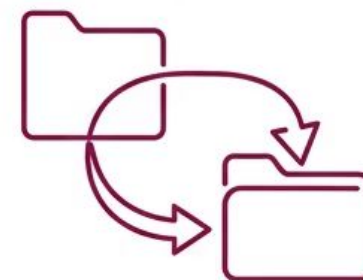
**POLICY REVIEW
INITIATED**



**STAFF TRAINING
IDENTIFIED**



**SERVICE
IMPROVEMENTS
MADE**



**REFERRAL TO
ANOTHER
PROCESS**

Where appropriate, apologies and remedial actions may be offered to the complainant. The outcome will always be communicated clearly and in writing.

16 & 17. Learning from Complaints and Monitoring

Learning from Complaints

Reconnect Learning views complaints as an opportunity to improve. The Managing Director will:

- Review complaint trends
- Identify recurring issues
- Implement improvements
- Update policies where necessary
- Share learning with staff where appropriate

Complaint data will be reviewed **termly**.

Monitoring

The Managing Director will monitor:

- Number of complaints
- Types of complaints
- Resolution timescales
- Outcomes
- Trends and patterns

 This policy will be reviewed annually and without unnecessary delay following changes to legislation, statutory guidance, organisational arrangements, complaints handling practice or learning identified through complaints, audits or service reviews.

18. Related Policies

This policy should be read alongside the following Reconnect Learning policies and procedures.

**Child Protection and
Safeguarding Policy**

**Managing Allegations
Against Staff Policy**

Low-Level Concerns Policy

Behaviour Policy

Online Safety Policy

**Equality and Diversity
Policy**

Data Protection Policy

**Admissions and Referrals
Policy**

Whistleblowing Policy

Staff Code of Conduct

Safer Recruitment Policy

19. Contact Details

Formal complaints should be submitted directly to the Managing Director. Complaints may be submitted in writing or electronically.

Managing Director Ellen Kerr	Organisation Reconnect Learning	Email info@reconnectlearning.co.uk
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20. Version Control

Version	Date	Author	Changes
1.0	September 2026	Ellen Kerr	Initial Issue

Approved By: Ellen Kerr | **Position:** Managing Director, Reconnect Learning | **Date Approved:** September 2026 | **Review Date:** September 2027

Compliance Status

This policy has been developed with regard to the following legislation, statutory guidance and governance expectations applicable at the date of approval.



Children Act 1989 & 2004



Equality Act 2010



**Keeping Children Safe in Education (KCSIE)
2026**



**Working Together to Safeguard Children
2026**



UK GDPR & Data Protection Act 2018



Ofsted Alternative Provision Expectations



Local Authority Provider Standards



SEND Code of Practice 2015