

Complaints Procedure

Students at Balance Alternative Provision and their parents/carers, should all receive the same high-quality standard of Education. This policy is in place to ensure all our students, and parents/carers are listened to and to ensure that any complaints are dealt with fairly, quickly, and confidentially.

For further details about confidentiality, contact the Head of Provision who will talk you through the appropriate policy. We view complaints positively as they give us the opportunity to improve the quality of our provision and educational package that we offer.

Many complaints can be resolved before they reach the formal stage. If this is not possible, it is important that fair, accessible action is taken. You may wish for a staff member or another organisation to support you in your complaint.

An informal complaint would be delivered verbally to a teacher, pastoral mentor or Head of Provision. This complaint would be listened to and addressed by talking to relevant people and producing a solution which is agreeable by all parties.

Balance Alternative Provision staff will seek to resolve any informal complaints quickly and where possible, this will take place on the same day that the complaint is raised. If the complainant is not content with the resolution of the informal complaint, they can escalate this to a formal complaint.

Any formal complaints must:

- be documented in writing;
- be made available to parents/carers of the student/s involved;
- establish a formal procedure and set out clear timeframes for the management of the complaint. Where the parent/carer is not happy with this, provision must be made for a hearing with at least three people appointed on behalf of the chair proprietor and who were not directly involved;
- ensure that, where there is a panel hearing, one panel member is independent to the management and running of the school;
- allow for a parent/carer to attend and be accompanied at the hearing if they wish to be.

Any findings (from informal/formal/hearing complaints) will:

- provide the findings and recommendations to the complainant, and where relevant the person/s complained about; and
- be made available for inspection on the school premises by the Head of Provision and the Proprietor;
- be stored alongside all written records of the complaint, and noting any actions taken as a result of the findings of the complaint (regardless of whether they are upheld); and
- provide that any correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Timescale of Complaints Process

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Last Updated: September 2023
Next Reviewed: September 2024



Balance AP must send a written acknowledgement of a complaint within three business days of its receipt, giving the name or job title of the individual handling the complaint for Balance AP.

The designated complaints handler will respond within 5 working days of the acknowledgement, and where this is resolved, the details of the resolution will be outlined to the Proprietor in written form.

Where this is unresolved, the complaint will be dealt with by the Head of Provision in the next instance. Acknowledgment of this will be sent to the person making the complaint and with an additional 5 working day period to respond. The details of the resolution will be outlined to the Proprietor in written form.

Where this is still unresolved, the complaint will be dealt with by the Proprietor. Acknowledgment of this will be sent to the person making the complaint and with an additional 10 working day period to respond.

Where no resolution is still met, an Independent Impartial Appeals Board will be arranged. This will be agreed by both parties and a timeframe will be outlined for all evidence to be submitted and a hearing to take place, also agreed by both Balance AP and the complainant.