



# Complaints Policy

**Approved by: Lisa Robertson**

**Last reviewed on: 03/2024**

**Next review due: 03/2025**

## Objective

At New You Hair Academy, we are committed to meeting our legal obligations when addressing concerns and complaints raised by parents and associated individuals. To ensure a comprehensive and distinct approach, we have outlined the following principles:

### **Impartiality and Non-Adversarial Approach:**

Maintaining objectivity and fairness is paramount throughout our complaint resolution process.

### **Independent Investigation:**

We conduct thorough and unbiased investigations when necessary.

### **Effective and Prompt Response:**

We commit to addressing all raised points promptly and comprehensively.

### **Confidentiality:**

Respecting the complainant's preference for confidentiality is a key aspect of our approach.

### **Respect and Courtesy:**

Treating complainants with respect, empathy, and courtesy is integral to our values.

### **Compliance with Administrative Law Principles:**

All decisions adhere to administrative law principles, ensuring legality, rationality, reasonableness, fairness, and proportionality.

### **Transparent Communication:**

We keep complainants informed about the progress of the complaint resolution process.

**Contribution to Provision Improvement:**

We actively consider how complaints can contribute to the evaluation and enhancement of our educational programs. We prioritise resolving concerns and complaints informally but, if necessary, follow formal procedures to ensure a fair investigation. Additionally, we promote awareness of this policy by publicising its existence and accessibility on the academy's official website.

**Definitions and Scope:****Clarification of Terms:**

- Concern: An expression of apprehension or uncertainty, addressed through regular communication.
- Complaint: An expression of dissatisfaction, whether formal or informal, regarding actions taken or a lack thereof.

**Comprehensive Scope:**

We commit to resolving complaints informally whenever possible. This policy excludes procedures for admissions, statutory assessments of special educational needs (SEN), safeguarding concerns, exclusion issues, whistle-blowing disclosures, staff grievances, and staff disciplinary matters. Specific policies address these areas.

**Roles and Responsibilities:****Responsibilities of the Complainant:**

- Familiarise themselves with the outlined procedures.
- Cooperate promptly throughout the process.
- Treat all involved parties with respect and maintain professionalism.
- Refrain from discussing the complaint on social media.

**Responsibilities of the Investigator:**

- Conduct thorough interviews and reviews.
- Prepare a comprehensive report for review.

By defining and understanding these roles, New You Hair Academy ensures a comprehensive and impartial approach to handling complaints.

**Principles for Investigation:**

Our primary objective in investigations is clarity regarding events, individuals involved, and desired outcomes. Timeframes are adhered to, allowing a fair and efficient process that upholds accountability, transparency, and mutual respect.

**Stages of Complaint (Not complaints against HoS or governors):****Stage 1: Informal Resolution:**

We prioritise addressing informal concerns promptly. The complainant contacts relevant staff or the Head of Centre, initiating acknowledgment and investigation within two school days.

**Stage 2: Formal Complaint:**

Formal complaints are submitted with specific details. A meeting is arranged to discuss concerns, followed by an independent investigation. The written conclusion is sent within ten school days.

**Escalating a Complaint:**

Complainants can escalate to the governing board, receiving a written conclusion within ten school days. A request for further escalation must be submitted within ten school days.

**Stage 3: Review Panel:**

If dissatisfied after the formal stage, the complaint is escalated to a review panel, providing a fair hearing and decision within five school days.

**Referring Complaints:**

If dissatisfied, complainants can refer the complaint. Persistent complaints are addressed through specific strategies, ensuring fairness and reasonability.

**Cessation of Response:**

In extreme cases, response cessation may occur after reasonable steps have been taken and options presented.

**Duplicate Complaints:**

Duplicate complaints are assessed, informing complainants of previous resolution or initiating a new procedure if new aspects arise.

**Complaint Campaigns:**

Responses to multiple complaints on the same topic are streamlined for efficiency.

**Record Keeping:**

Records are securely kept, accessible to involved parties, and may be disclosed in specific circumstances.

**Learning Lessons:**

Reviews are conducted to identify areas for improvement, ensuring continuous enhancement.

**Monitoring Arrangements:**

The governing board actively monitors and assesses complaints, identifying patterns and recurring issues.

**Policy Review:**

The policy undergoes a thorough annual review, aligning with evolving best practices and regulations. This comprehensive and transparent approach ensures that New You Hair Academy addresses concerns effectively while upholding the highest standards of professionalism and compliance.