COMPLAINTS POLICY

At Refresh Education, we value open communication and believe in maintaining a transparent and constructive relationship with our school community. Our complaints policy is designed to provide a structured and fair process for addressing concerns or grievances that may arise. We understand that feedback is essential for continuous improvement, and we encourage all referring schools, local authority,students, parents, and staff—to voice their concerns. This policy reflects our commitment to resolving issues in a timely and respectful manner, fostering a culture of accountability, and ensuring that every member of our school community feels heard and supported. We believe that effective resolution of concerns contributes to a positive and thriving educational environment for all.

At Refresh Education, we recognise that concerns or complaints may arise from time to time, and we view them as opportunities for growth and refinement. We are dedicated to addressing such matters with sensitivity, confidentiality, and a commitment to fairness. Our complaints policy outlines a clear and accessible procedure for raising concerns, beginning with an open-door policy that encourages informal discussions at the earliest stage. Should concerns persist or require more formal attention, the policy provides a structured framework for escalation, investigation, and resolution. By fostering a culture of open communication and accountability, we aim to strengthen our relationships with all stakeholders and ensure a safe, supportive, and enriching learning environment at Refresh Education

Refresh Education Complaint Escalation Table

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| **Level** | **Procedure** | **Responsible Party** | **Timeline** |
| Level 1: Informal Resolution | The complainant discusses the concern informally with the teacher or staff member involved. | Teacher or Staff Member | Within 5 school days. ( not including school holidays / bank holidays) |
| Level 2: Formal Written Complaint | If the concern persists, the complainant submits a formal written complaint to the school address to either:Mrs Eleanor Benson – Head TeacherMrs Natasha Clough – School Business Manager | Head Teacher | Within 10 school days of Level 1 resolution attempt. ( not including school holidays / bank holidays) |
| Level 3: School Review | The staff member reviews the complaint, conducts an investigation if necessary, and provides a written response to the complainant. | Head Teacher | Within 15 school days of receiving the formal complaint ( not including school holidays / bank holidays) |
| Level 4: Resolution and review meeting | Complainant and relevant staff to agree on timely meeting to discuss review of complaint to date ( Levels 1-3) meeting to be minuted and logged as per schools recording policy. Any resolution to be agreed and signed by all parties at conclusion of meeting | All  | Within 10 school days of Level 3 letter feedback being received ( not including school holidays / bank holidays) |
| Level 5: External Mediation | If resolution is still elusive, the complainant and school may agree to engage an external mediator to facilitate a resolution. | External Mediator | To be determined based on mediator availability |

**General Complaint Procedures**

*Documentation*: All complaints, formal or informal, must be documented in writing.

*Confidentiality*: Every effort will be made to handle complaints with discretion and protect the privacy of all parties involved.

*Timely Responses*: At each level, a response will be provided within the specified timeline. If an extension is required, the complainant will be informed.

*Resolution*: The goal at every level is to achieve a fair and amicable resolution. If resolution is not achieved, the complainant will be informed of the next escalation step.

*Feedback Loop*: A feedback loop will be maintained to assess the effectiveness of the complaint resolution process, allowing for continuous improvement.

The above complaint escalation table and procedures are designed to ensure that concerns are addressed in a timely and transparent manner, promoting a positive and supportive school environment at Refresh Education