

		Date	Review Date
Written by	Debbie Goode	01/09/2025	01/09/2026
Reviewed by	Ryan Goodwin	01/09/2025	01/09/2026

Legal Status

This policy is written with regard to:

- The Education (Independent School Standards) Regulations 2014, Part 7
- The Equality Act 2010
- Keeping Children Safe in Education (KCSIE 2025)
- Data Protection Act 2018 (UK GDPR)
- DfE guidance on Unreasonable and Vexatious Complaints (2019)

This complaints procedure, as required by law in paragraph 33 [Part 7 of the Independent School Standards)

Policy Applies to: -

- All staff (teaching and non-teaching) and volunteers working within the school

Related Documents: -

- Any TILT policy relating to the nature of the complaint

Availability

This Policy is made available to staff, parents and pupils on request, a paper copy may be obtained from the school office.

Monitoring and Review

This policy is subject to continuous monitoring, refinement, and audit by the Proprietors who are both the Head of Centre and Headteacher.

The difference between a concern and a complaint

- A **concern** is an expression of worry where reassurance is sought.
- A **complaint** is an expression of dissatisfaction about an action, decision, or lack of action.

Complaints should normally be raised within three months of the event.

Who can make a complaint?

Any person, including members of the public, may make a complaint about any provision of facilities or services provided, unless separate statutory procedures apply (such as exclusions)

TILT Education aims to provide a high-quality service in partnership with both internal and external stakeholders and actively seek their opinion regarding the quality of provision. We will endeavour to ensure that complaints are brought swiftly to the attention of the staff, and senior management, resolve any complaints as fully and quickly as possible but by no later than 28 days formally and use the information gained to improve the quality of services throughout the school for the benefit of all.

The complaints procedure aims to be

- Accessible and simple to understand and to use
- Allows quick handling of the complaint within specified time limits
- Ensure all parties involved are kept informed
- Ensure a full and fair investigation
- Address all points at issues and provide an effective response
- Provide information to managers and staff so that improvements can be made

Complaints in relation to Qualification Achievement

TILT Education works alongside the John Muir Award and the AIM Qualification Group to accredit pupils' coursework and deliver Functional Skills Maths and English exams. TILT Education are responsible for ensuring that all staff involved in the management, assessment and quality assurance of AIM qualifications and any pupils undertaking one are fully aware of:

- AIM compliments, complaints and whistleblowing policy
- AIM's Enquiries and appeals policy
- AIM's Malpractice and maladministration policy and procedures
- TILT Education complaints policy
- TILT Education appeals policy

- TILT Education whistleblowing policy

Should a pupil/ parent/carer like to raise a complaint in relation to qualification achievement they must go through the centre complaints process prior to contacting the awarding organisation.

Once stage 1 – stage 3 of the TILT Education complaints process has been exhausted the pupils/ parent/ carer then has the option to escalate the complaint to the Awarding Organisation. All formal complaints should be made in writing to AIM via feedback@aim-group.org.uk and submitted within one month of the event being complained about.

The complaint should contain:

- the complainant's full name, contact details including a daytime telephone number
- a full description of the complaint, including the subject matter, dates and times if known
- names of any people dealt with
- copies of any evidence, documents, papers or letters related to the complaint
- receipt of the complaint will be acknowledged within two working days

For full details of the process please see the AIM Qualification Group - Compliments, Complaints and Whistleblowing Policy

[Policies and Procedures - AIM \(\[aim-group.org.uk\]\(http://aim-group.org.uk\)\)](#)

Complaints from Parents/Carers

The procedures set out below only relate to complaints from parents of pupils, i.e., persons for whom education is being provided at the school. The process set out below does not cover complaints from parents of pupils who have left (except in cases where the complaints process had started when the pupil was still being educated at the school).

It is expected that complaints are made as soon as possible after an incident arises (although three months is generally considered to be an acceptable time frame in which to lodge a complaint). The procedures below will be followed in the event of a complaint being made by parents or carers against the school (complaints are not limited to parents or carers of children that are registered at the school).

Informal Complaint (Stage 1)

If parents or carers have a complaint against the school, they may initially wish to contact the school informally either by telephone, in writing or personally after making an appointment. The school will seek input from the complainant on potential resolutions. The school will consider and resolve as quickly, and efficiently as possible the complaint and will respond with the outcome **within 10 working days** of receiving the complaint. Where further investigations are necessary that may exceed this period, amended time limits will be communicated with an explanation for the delay.

Formal Complaint (Stage 2)

If parents or carers are not satisfied with the response at Stage 1, they should write formally to the Head of Centre / Headteacher of the school (see end of document for contact details)

The Head of Centre / Headteacher will investigate the complaint further and respond in writing **within 20 working days** of receiving the formal complaint in writing. Where further investigations are necessary that may exceed this period, amended times will be communicated with an explanation for the delay.

If the complaint is against one of the Head of Centre / Headteacher, the complaint should be addressed to the other Head of Centre / Headteacher. Both contact details are at the end of the document. The complaint will be investigated and responded to within **20 working days** of receiving the formal written complaint.

Formal Complaint (Stage 3)

1. If the parents or carers are not satisfied with the response from Stage 2, they should inform the Head of Centre / Headteacher who will arrange a panel to hear the complaint.
2. The panel will comprise three people not directly involved in the matters detailed in the complaint and one of these will be independent of the management and running of the school.
3. The date of the panel meeting will consider the availability of the parents or carers as well as the school and will take place **within 30 working days** of receiving formal notification that the complainant is unhappy with the outcome of the stage 2 complaint, and their desire to proceed to stage 3.
4. Parents or carers will be invited to bring with them another person or persons to support them at the panel hearing if they wish. The panel hearing does not confer a right on a parent to have a legal representative to make representations on their behalf at the hearing.
5. The panel will hear the complaint and will hear the outcome of the school's investigations and its response to these. The panel will then make findings and recommendations which will be communicated in writing **within 10 working days** of the conclusion of the hearing to the Proprietors/ Head of Centre / Headteacher, the parent or carer and, where appropriate, the person complained about.

6. If a parent does not exercise the right to attend a panel hearing, the panel will meet in line with this policy. The school's arrangements for the panel hearing will be reasonable to facilitate the parent(s) exercising the right of attendance.
7. A written record of all complaints and their resolution, whether they proceeded to a panel hearing or not, will be kept on the school premises by the Head of Centre / Headteacher (Equality Act 2010) and made available to the Proprietors/ Head of Centre /Headteacher and Ofsted inspectors on request. The school will record the progress of the complaint and the outcome. These records and any correspondence relating to a complaint will remain confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Education Act requests access to the records.
8. The number of complaints registered under the formal procedure during the preceding school year are published at the end of this policy. This policy is published on the school website.

Complaints from Pupils

The procedures below will be followed in the event of a pupil making a complaint against a member of staff, a fellow pupil or any other person or situation either in school or outside.

- Pupils may wish to talk to an adult they trust about a situation relating to school or to a situation outside school.
- Pupils are reminded that, although they may speak to any member of staff, there may be occasions where information will have to be referred to other agencies such as Children's Services.
- Within school, pupils may talk to any member of Education Staff.
- A pupil may merely need a trusted adult to talk a situation through with and may not be making a formal complaint. However, all actual complaints made by pupils will be recorded by the member of staff in the Complaints Log. The school response to the complaint will also be recorded. If the complaint is serious the pupil's parents/carers will be informed of both the complaint and the outcome. Some complaints will be referred to other agencies or to the Local Authority. If necessary, a meeting will be called to discuss the issues further.
- A pupil may ask to speak to an adult from an outside agency. The school will, wherever possible, put the pupil in contact with a representative of the appropriate agency. The referral will be noted in the pupil's file.
- If the complaint is an allegation against a member of staff, then the school's safeguarding policy must be followed in addition to recording the complaint. Failure to follow this process

may result in disciplinary action.

Unreasonable Complainants

The school is committed to dealing with all complaints fairly and impartially, and to providing a high - quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive, or threatening.

The school defines unreasonable complainants as ‘those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people’s complaints’.

A complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
- refuses to accept that certain issues are not within the scope of a complaint’s procedure.
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- introduces trivial or irrelevant information which the complainant expects to be considered and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- Makes baseless accusations against staff and demands replacement.
- changes the basis of the complaint as the investigation proceeds.
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed).
- refuses to accept the findings of the investigation into that complaint where the school’s complaint procedure has been fully and properly implemented and completed including referral to the Department for Education.
- seeks an unrealistic outcome.

- makes excessive demands on school time by frequent, lengthy, complicated, and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- The Headteacher/Head of Centre may restrict contact methods or, in extreme cases, ban individuals from site. Police may be informed in cases of threats or violence.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- maliciously
- aggressively
- using threats, intimidation, or violence
- using abusive, offensive, or discriminatory language
- knowing it to be false
- using falsified information
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the number of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email, or text) as it could delay the outcome being reached.

Whenever possible, the Head of Centre or Headteacher will discuss any concerns with the complainant informally before applying an 'unreasonable' evaluation.

If the behaviour continues the Head of Centre / Headteacher will write to the complainant explaining that their behaviour is unreasonable, asking them to change it. For complainants who excessively contact the school causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the school.

- All complaints are logged and monitored by the Headteacher/Head of Centre.
- Anonymised complaint data (number and stage reached) will be published annually on the school website.(At the bottom of this policy)
- Records will be kept securely for at least 3 academic years.
- **In the academic school year of 2024/25 TILT Education received 0 complaints.**

Contact information for the Head of Centre /Headteacher/ Proprietors	
Debbie Goode Headteacher	debbie.goode@TILT-education.co.uk 01782 528624
Ryan Goodwin Head of Centre	ryan.goodwin@TILT-education.co.uk 01782 528624