Complaints Policy

1. Policy Statement

At Alpha Training, we are committed to delivering high-quality education and support. We welcome feedback and take all concerns seriously. This **Complaints Policy** provides a clear and fair process for learners, parents/carers, staff, and other stakeholders to raise concerns and have them addressed promptly and respectfully.

We aim to resolve issues informally where possible and use all feedback to improve our provision.

2. Aims of the Policy

- To ensure that complaints are handled fairly, consistently, and promptly.
- To provide a clear and accessible process for raising concerns.
- To resolve issues at the earliest possible stage.
- To promote transparency, accountability, and continuous improvement.

3. Scope

This policy applies to:

- Learners
- Parents and carers
- Staff members
- External professionals or visitors

It covers concerns about teaching, support, facilities, behaviour, communication, and decisions made by staff or management.

This policy does **not** cover:

- Child protection or safeguarding concerns (see Safeguarding Policy)
- Staff grievances (see Staff Grievance Policy)
- Staff discipline (see Staff Discipline Policy)
- Whistleblowing (see Whistleblowing Policy)

4. Principles

- Complaints will be treated seriously and investigated thoroughly.
- Complainants will not be penalised for raising a concern in good faith.
- All complaints will be handled in a confidential and respectful manner.
- Anonymous complaints may not be investigated unless there is a safeguarding or serious operational concern.

5. Stages of the Complaints Process

Stage 1: Informal Resolution

- Wherever possible, concerns should be raised informally with a relevant member of staff.
- Staff will try to resolve the issue quickly and informally within 5 working days.
- If not resolved, the complaint may move to Stage 2.

Stage 2: Formal Complaint

- Complaints should be submitted in writing (letter or email) to Michelle Howdle.

- The complaint should include details of the issue, relevant dates, and any previous steps taken.
- An acknowledgement will be sent within 3 working days.
- A full investigation will be carried out, and a written response will be provided within 10 working days.

Stage 3: Appeal

- If dissatisfied with the outcome of Stage 2, the complainant may request a review by the **IQA (Rob Bostock)** or a designated senior leader not previously involved.
- Appeals must be made in writing within 5 working days of receiving the Stage 2 outcome.
- A final response will be issued within 10 working days of the appeal meeting.

6. Record Keeping

- A record of all formal complaints, investigations, and outcomes will be securely maintained by Michelle Howdle.
- Records will include whether the complaint was upheld or not and any action taken as a result.
- Complaints data will be reviewed to inform service improvements.

7. Unreasonable Complaints

Alpha Training reserves the right to take appropriate action if a complaint is pursued in a way that is unreasonable, abusive, repetitive, or malicious. In such cases, communication may be limited, and the complaint may be closed.

8. Monitoring and Review

The Senior Leadership Team will monitor complaints and outcomes on a termly basis. This policy will be reviewed annually or sooner if necessary.

Approved by: Michelle Howdle