

Remarkable
Autism. Redefining what's possible.

Complaints Policy

December 2025

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| Reviewer: | Robin Bush (Chief Executive Officer) |
| Co-Reviewer: | Head Teacher/Head of Adult Services |
| Updated: | November 2025 |
| Next Review: | November 2028 |
| Committee: | Finance & Business Resources Committee |
| Date Approved by SLT: | |
| Date Approved by Committee: | |

| This policy should be read in conjunction with the following policies: | |
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| 1. | Whistle Blowing Policy |
| 2. | Safeguarding Policy |
| 3. | SEND Policy |
| 4. | Grievance Policy |
| 5. | Harassment Policy |
| 6. | Disciplinary Policy |

| Change History Record | | | |
|------------------------------|-------------------------|--------------------------------|--|
| Current Version | Previous Version | Summary of changes made | Section Heading & Page Number |
| Dec 25 | | Overhaul of whole document | All |
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Policy Statement

Remarkable Autism is committed to providing the highest quality education and care for all learners and students. We welcome feedback from pupils, parents, carers, staff, local authorities, and other stakeholders, and we take all concerns and complaints seriously.

We aim to resolve complaints informally where possible, but if this cannot be achieved, we have a clear and fair procedure for handling formal complaints in line with regulatory requirements.

Scope

This policy applies to all complaints made by:

- Parents, carers, or guardians of current learners
- Local authorities placing learners at the school/college
- Learners (where appropriate)
- Members of the public or other stakeholders

It does not cover:

- Staff grievances (see the Staff Grievance Policy)
- Admissions appeals
- Exclusion appeals
- Matters dealt with under safeguarding or child protection procedures

Aims

We will:

- Handle complaints impartially, fairly, and promptly
- Keep complainants informed throughout the process
- Resolve issues at the earliest possible stage
- Maintain confidentiality and comply with data protection laws
- Use complaints constructively to improve our services

Definition of a Complaint

A complaint is an expression of dissatisfaction about any aspect of the charity, including teaching, support, administration, communication, or the actions/behaviour of staff or learners.

A concern becomes a complaint when informal resolution is not possible or the complainant requests formal consideration.

Stages of the Procedure

Stage 1: Informal Resolution

Concerns should be raised initially with the relevant staff member (e.g. class teacher, TSA).

Most issues can be resolved quickly and informally through discussion. If unresolved, the matter may be referred to the CEO.

Timescale: Within 10 academic days.

Stage 2: Formal Complaint

If the issue remains unresolved, a formal complaint should be submitted in writing to the CEO.

The complaint should include:

- Name and contact details of the complainant
- Details of the complaint (including relevant dates and people involved)
- Desired outcome

Procedure:

The CEO will acknowledge receipt within 5 academic days.

The complaint will be investigated by the CEO (or a nominated senior leader if the CEO is involved in the complaint).

A written response outlining findings and actions will be sent within 20 school days of acknowledgment.

Stage 3: Appeal to Governing Body / Trustees

If dissatisfied with the Stage 2 outcome, the complainant may appeal in writing to the Chair of Governors/Board of trustees within 10 academic days.

Procedure:

The Chair/Trustee will convene a Complaints Panel of at least three people, one of whom is independent of the management and operation of the school/college.

The panel will meet within 20 school days to review the complaint.

Both parties may present evidence and be accompanied by a representative if desired.

The panel's written decision will be sent within 10 school days of the hearing.

The panel's decision is final within the school/college's procedures.

Record Keeping

A written record will be kept of all formal complaints and their outcomes (Stage 2 and 3).

Records will indicate whether complaints were resolved at preliminary or panel stages.

All correspondence and records will be stored confidentially, except where disclosure is required by law or regulatory bodies.

Monitoring and Review

The CEO will report annually to the Governing Body/Board of Trustees on the number, nature, and outcomes of complaints to identify any trends and ensure continuous improvement.

This policy will be reviewed annually and updated as required to ensure compliance with current regulations.

External Routes of Complaint

If the complainant remains dissatisfied after exhausting the internal procedure, they may contact:

Ofsted (for schools)

Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 4666

www.gov.uk/ofsted

Education and Skills Funding Agency (for independent specialist colleges)

Complaints Team, Cheylesmore House, Quinton Road, Coventry CV1 2WT

Email: complaints.esfa@education.gov.uk

Policy Impact

We have a rolling programme for reviewing our Company policies. We regularly review the impact of our policies on the needs, entitlements and outcomes for students, service users, staff and parents.