

Complaints policy

1. About this policy

Ely Classrooms is committed to the highest standards of honesty, integrity and accountability in carrying out its functions. However, from time to time, there may be instances when you (a learner, a parent/carer or a commissioning school) wish to raise a concern or complaint. The purpose of this policy is to set out the process for resolving concerns and complaints quickly, simply and fairly.

2. Informal complaint

Ely Classrooms is committed to acting in the best interests of learners at all times. Most concerns or complaints can be resolved quickly and informally. In the first instance, concerns or complaints should be raised informally with the Director, Allison Puranik, who will investigate the situation and inform you of the outcome and any follow up actions.

3. Formal Complaint

If you are unhappy with the response, or if your concern or complaint is of a serious nature, you may request a formal meeting with Allison Puranik. A meeting will be arranged as soon as possible. If the learner's placement has been commissioned by a school, a representative of the school will be asked to be present at this meeting. The outcomes of this meeting and any follow up actions will be confirmed in writing.

4. Follow up

There shall be no adverse implications for those who make a complaint or allegation, providing the person acts in good faith, within the law, without malice, and in accordance with this complaints policy. Victimisation of a complainant or deterring anyone from making a proper complaint are serious disciplinary offences.

5. Concerns about adults working with young people

If your concern is of a safeguarding nature relating to an adult's behaviour towards a young person, you may also report to the Local Authority Designated Officer (LADO) for Cambridgeshire:

01223 727697

03450 455203 (emergency out of hours duty team)

<https://www.safeguardingcambspeterborough.org.uk/children-board/professionals/lado/>

6. Allegations against adults

If a safeguarding allegation is made against an adult working for or with Ely Classrooms in any capacity, immediate advice will be sought and followed from the Local Authority Designated Officer (LADO).

If it is believed that a criminal offence may have been committed, assistance will be sought from the police.

7. Concerns about safeguarding practices

If you have any concerns about the safeguarding practices at Ely Classrooms, you should raise this with Allison Puranik, DSL, in the first instance. If you are unable to do this, or you are unhappy with the response, the NSPCC operates a Whistleblowing Advice Line which provides free advice and support to professionals with concerns about how child protection issues are being handled in their own or another organisation:

Helpline: 0800 028 0285

Email: help@nspcc.org.uk

Website: <https://www.nspcc.org.uk>

8. Policy review

This policy will be reviewed annually.

Last review: 26/09/2024

Next review due by: 26/09/2025

Actions required after any updates:

- Upload to policies folder
- Amend/replace hard copies of policy in centre
- Update company policy record

Reviewed 26/9/24

Review 26/9/25