



COMPLAINTS PROCEDURE

OWNERSHIP:	Everything Education School
AUTHORISED BY:	M Hussain (Headteacher)
REVIEW:	19/07/2026

Complaints Procedure for Students, Parents/Carers and Referrers at Everything Education

Everything Education feel that our students and their parents/carers and referrers have the right to receive a high standard of service. The Complaints Procedure is in operation to enable our service users to be listened to and to ensure that any complaints are dealt with fairly, quickly and confidentially.

For further details about confidentiality contact the Provision Lead who will talk you through the appropriate policy. A copy of the Confidentiality Policy can be made available for inspection on request.

We view complaints positively as they give us the opportunity to improve the quality of our services. Our aim is that complaints can be resolved before they reach the formal stage. If this is not possible, it is important that fair, accessible action is taken.

You may wish for a staff member or another organisation to support you in your complaint.

An **informal complaint** would be delivered verbally to your Everything Education teacher, key worker or the Provision Lead. This complaint will be listened to and addressed by talking to relevant people and producing a solution which is agreeable by all parties (where possible). Everything Education staff will seek to resolve an informal complaint quickly and where possible, this will take place on the same day that the complaint is raised.

A **formal complaint** would be in writing, addressed to the most appropriate person/s below. Be as detailed as possible about the complaint, giving dates/times of incident, any other persons involved and how you would like to see this complaint being resolved. These issues will be investigated in full and responded to in writing outlining our response to the complaint within 3 working days of receiving the complaint.

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Provision Lead	→	Everything Education Board
M Hussain		W Malik
1234-1238 Coventry Road Birmingham, B25 8BZ		1234-1238 Coventry Road Birmingham, B25 8BZ

If you have completed this procedure, but believe your complaint has still not been dealt with, your complaint can be reviewed by a Panel of 3 or more people, appointed by a Director of Everything Education, who have not been directly involved in the matters detailed in the complaint and containing at least one member who is independent of the management and running of the Everything Education Provision.

Panel Procedures

Parents/Carers would be welcome to attend the Panel Hearing(s), arranged at a time suitable for them to attend. The Panel Hearing should take place as soon as possible after it is requested and must be within 14 days. Parents/Carers may be accompanied if they wish.

The Panel is expected to make findings and recommendations available within 5 working days. Copies of these written findings and recommendations will be sent by electronic mail or otherwise given to the complainant and where relevant, the person complained about. They will also be available for inspection on the school premises by the Directors of Everything Education and the Provision Lead.

Records

Written records of all formal complaints, responses, meetings, and action taken regardless of whether they are upheld or resolved at the formal stage or proceed to a Panel Hearing, will be kept by Everything Education. Documents will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them. A further record of the number of 'formal complaints' received in the preceding academic year will be available on request.

Lessons Learnt

All formal complaints, whether or not they are upheld will be subject to a 'lessons learnt' process. This process will use details of a complaint to look at reducing future complaints and improving the work of the school. This process will be led by the Provision Lead.

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Further support and advice is also available from:

Citizens Advice Bureau

Gazette Buildings,
168 Corporation Street,
Birmingham,
B4 6TF

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