LIMITLESS ALTERNATIVE PROVISION

COMPLAINTS POLICY

Adopted: Feb 2026
Review: Feb 2027
Proprietor/DSL: Dwayne / Harriet

1. POLICY STATEMENT

Limitless Alternative Provision is committed to addressing complaints promptly, fairly, and transparently in line with statutory requirements (Education Act 2002, Children Act 1989, DfE guidance) and Ofsted expectations, promoting a culture of openness and continuous improvement.

2. SCOPE & PRINCIPLES

Scope: Covers complaints from parents, pupils, staff, visitors, and stakeholders across education, welfare, behaviour, and off-site activities.
Principles: Addressed fairly and without prejudice; confidentiality respected; no adverse effect on pupil treatment; transparent and documented process.

3. COMPLAINTS PROCEDURE

Stage 1 – Informal Resolution: Complainant raises concern verbally or in writing to staff. Staff investigate and attempt prompt resolution. If unresolved, moves to Stage 2.
Stage 2 – Formal Complaint: Written complaint submitted to Proprietor or DSL, acknowledged within 5 working days. Investigation conducted and written response provided within 20 working days detailing findings and actions.

Stage 3 – Escalation / Panel Hearing: Refers to a panel consisting of a senior leader not previously involved and an independent member. Panel reviews evidence, hears parties, and communicates final decisions in writing within 15 working days.

4. SAFEGUARDING, STAFF & ANONYMOUS COMPLAINTS

- **Safeguarding:** Complaints involving safeguarding are treated immediately, reported to the DSL, and referred to external agencies (e.g., LADO) as appropriate.
- **Staff Conduct:** Staff informed; may trigger disciplinary procedures if misconduct is identified.
- **Anonymous Complaints:** Considered where possible, with records maintained if safeguarding or serious misconduct is indicated.

5. RECORD KEEPING, MONITORING & COMMITMENT

All complaints, investigation notes, and outcomes are recorded securely in compliance with GDPR. Proprietor and DSL review complaints termly to identify patterns and inform policy improvements.

Signed:



Name: Dwayne Paul | **Role:** Proprietor **Date:** 23/03/2026