



FAB Learning

Forming a new beginning through bespoke interventions.

COMPLAINTS POLICY

Information and Guidance

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Reviewed 18.9.24 CBishop
Next Review October 2025



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It is the aim of FAB LEARNING to provide outstanding provision for all our young people. FAB Learning works hard to build positive relationships with all referrers, parents and carers. In the event of a complaint by parents/carers/working partner, the following policy sets out the procedures that we follow in such cases. If any parent/carer is unhappy with the provision that their young person is receiving or has received, or has any concerns we encourage them to contact the tutor and Learning Manager immediately. Similarly, if a learner is unhappy with the provision they are receiving they can speak to either the tutor, the Learning Manager or the referrer.

Aims:

FAB Learning aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as quickly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the young person above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. Complaints will be dealt with immediately, or at least within 48 hours, by either the Learning Manager, referrer, director, and/or external independent personnel.

The complaints procedure:

How to raise a concern or make a complaint:

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with an appropriate member of staff. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against any staff member should be made in the first instance, to the Learning Manager via the contact us page on our website. Please mark them as Private and Confidential

Anonymous complaints:

We will not normally investigate anonymous complaints. However, the Directors, if appropriate, will determine whether the complaint warrants an investigation.

Time Scales:

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will only consider complaints made outside of this time frame if exceptional circumstances apply.



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Throughout this document, the term 'working days' refers to a day when FAB Learning is fully open to all learners. We will consider complaints made outside of term time to have been received on the first day after the holiday period.

Resolving Complaints:

At each stage in the procedure, FAB Learning wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Stage 1

Formal complaints must be made to the Learning Manager / Director via the contact us page of our website. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.

The person identified above will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days. Within this response, the person identified will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. They will consider whether a face-to-face meeting is the most appropriate way of doing this.

During the investigation, the investigator will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation a formal written response will be provided within 10 school days of the date of receipt of the complaint. If they are unable to meet this deadline, then they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions FAB Learning will take to resolve the complaint.



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If the complaint is about the Learning Manager / management, this must be made to the Directors of FAB Learning, via the contact us page of our website.

At the conclusion of their investigation, the investigator will provide a formal written response.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with the Director. This is the final stage of the complaints procedure.

A request to escalate to Stage 2 must be made to the Director within 5 school days of receipt of the Stage 1 response. The Directors will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Directors will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 2 request. If this is not possible, the Directors will provide an anticipated date and keep the complainant informed. If the complainant rejects the offer of three proposed dates, without good reason, the Directors will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties. If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend.

Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate. For instance, if an employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation. Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.

At least 10 school days before the meeting, the Director will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or



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conversations take place. Consent will be recorded in any minutes taken. The Director will consider the complaint and all the evidence presented.

The Director will provide the complainant and the appropriate area of FAB Learning with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days. The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by FAB Learning, along with commissioners' details.

Complaints to be sent to:

directory@fab-learning.co.uk

14A Victoria Street,
Somercotes
Alfreton
DE554HA

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions FAB Learning will take to resolve the complaint. The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied. A record of all complaints and the outcomes of them and any steps taken following the complaint will be kept on file.

Disclaimer: As a private company, FAB Learning reserves the right to deal with complaints 'in house', always working towards a satisfactory resolution.