



FAB Learning

Forming a new beginning through bespoke interventions.

COMPLAINTS POLICY

Information and Guidance

Written November 2023
Reviewed 2.1.25
CAgent-Duncan
Next Review October 2025

Complaints Policy

At FAB Learning, our goal is to provide outstanding provision for all young people. We prioritise positive relationships with parents, carers, and referrers, and welcome feedback to ensure continuous improvement. If parents, carers, referrers, or learners have concerns or are dissatisfied with any aspect of our provision, we encourage them to raise the matter promptly with the designated Learning Manager for the learner involved.

Policy Aims

FAB Learning aims to address complaints in a fair, open, and transparent manner. We strive to:

- Handle complaints promptly, with an initial response within 48 hours where possible.
 - Foster resolution through dialogue and mutual understanding.
 - Prioritise the interests and well-being of learners in all cases.
 - Provide sufficient opportunity for all concerns to be fully discussed and resolved.
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How to Raise a Concern or Make a Complaint

Complaints may be made:

- In person, in writing, or by telephone.
- By a third party acting with the complainant's consent.

Steps to raise concerns:

1. Address concerns with the relevant member of staff.
2. If unresolved, escalate the matter to a formal complaint.

For complaints against staff, contact the Learning Manager via the *Contact Us* page on our website, marked "Private and Confidential."

Anonymous Complaints:

While anonymous complaints are not typically investigated, the Directors may decide to do so based on the nature of the concern.

The complaints procedure:

Named strategic lead who is conversant with how to contact NCC Local Authority Designated Officer (LADO): Chloe Argent-Duncan, Claire Bishop & Michele Fowler

Low-Level Concerns

A low-level concern is a concern about a child or adult at risk that doesn't meet the harm threshold and can be escalated by professionals to their appropriate line-manager

Low-level concerns can include, but are not limited to:

- Inappropriate behavior, including outside of work
- Being over friendly with learners
- Having favourites
- Taking photographs of children on a personal mobile phone or for personal use
- Engaging with a child on a one-to-one basis in a secluded area
- Humiliating a learner

(NSPCC, 2024)

The Company Directors will decide an appropriate response in respect of all low-level concerns, although depending on the nature of some low-level concerns, they will consult with the Snr DSL and take a more collaborative decision-making approach.

Where a pattern of concern or problematic behaviour is identified, or where the behaviour moves from a low-level concern to meeting the harm threshold, a referral to the LADO will be made.

Further information for professionals about what comprises a 'low level concern' can be found on the NSPCC website: [NSPCC Responding to Low Level Concerns](#)

Timeframes for Complaints

- Complaints should be raised within three months of the incident or the last in a series of incidents.
 - Exceptions to this timeframe may be considered in extraordinary circumstances.
 - Complaints received outside of term time will be addressed on the first working day after the holiday period.
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Resolving Complaints

At each stage, FAB Learning aims to resolve complaints by:

- Acknowledging if complaints are valid, in whole or part.



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- Offering explanations, apologies, or assurances of corrective action.
 - Reviewing policies or procedures where necessary.
 - Reflecting on complaints received and subsequent actions carried out to inform future practise and improve service processes
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The Complaints Procedure

Making an Initial Complaint

Formal complaints should be submitted to the Learning Manager or Director via the Learning Manager or email, or to Directors by clicking the *Contact Us* page on the FAB Learning website.

Process:

1. Receipt of the complaint will be acknowledged within 5 school days.
2. The complaint will be investigated, including interviews if required.
3. A formal written response will be provided within 10 school days. If delays occur, an update and revised timeframe will be shared.

If the complaint concerns the Learning Manager:

Submit the complaint to the Directors directly via the *Contact Us* page.

Escalation to Directors

If unsatisfied with the outcome of the first stage of making a complaint, complaints may be escalated to the Directors within 5 working days of receiving the response via email or by post (contact details below)

Process:

1. The complaint will be acknowledged within 5 working days.
2. A meeting with the complainant will be arranged within 20 working days or as soon as practical.
3. A written decision will be provided within 5 working days after the meeting.

Attendance:

- Complainants may bring a supporter (e.g., a relative or friend).
 - Legal representation is generally discouraged unless necessary.
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Contact Information

Complaints can initially be directed to the email of the Learning Manager assigned as to each individual learner, which will be given out to parent/carers during learner's initial home visit and shared with commissioners/relevant stakeholders.

If the complaint remains unresolved, they should be directed to:

Email: directory@fab-learning.uk (Also found under 'Contact Us' on the FAB Learning

Website: fab-learning.co.uk

For Written Complaints:

Address:

FAB Learning Interventions Ltd

14A Victoria Street

Somercotes, Alfreton

DE55 4HA

Outcomes and Record-Keeping

- A record of complaints and outcomes will be maintained.
 - Responses will include actions taken and guidance for further escalation if necessary.
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Disclaimer

FAB Learning reserves the right to manage complaints internally, while always striving for a satisfactory resolution.