



COMPLAINTS PROCEDURE

Inspired Schools Ltd

1. Policy Statement

At Inspired Schools Ltd, we are committed to delivering high-quality, personalised education and support to children and young people. We welcome all feedback and view complaints as an opportunity to listen, reflect, and improve. This procedure ensures that any concerns raised by parents, schools, professionals, or members of the public are handled fairly, transparently, and efficiently.

This procedure is informed by:

- DfE best practice for handling complaints in educational settings.
- UK consumer protection law and the principles of natural justice.
- Keeping Children Safe in Education (KCSIE) 2025, which remains in force until 31 August 2026, and KCSIE 2026 from 1 September 2026.

2. Scope

This procedure applies to complaints made by:

- Parents or carers of children and young people attending Inspired Schools.
- Partner schools, agencies, or professionals referring into or working with our provision.
- Members of the public or community stakeholders.

This procedure does not apply to:

- Employment or staffing matters, which are handled via internal HR processes.

- Safeguarding or child protection concerns, which are handled under our Safeguarding and Child Protection Policy.

3. Principles

- Complaints will be handled openly, impartially, and without fear of reprisal.
- All complainants will be treated respectfully and their concerns taken seriously.
- Concerns will be investigated thoroughly, and responses will be given promptly.
- A record of all complaints, including informal concerns, will be kept to support service review and improvement.

4. Stages of the Complaints Procedure

Stage 1: Informal Resolution

We encourage concerns to be raised directly with the relevant staff member immediately involved with the concern or complaint. Most issues can be resolved quickly in this way. However, the member of staff must inform the Head of Centre or appropriate senior leader so that a record can be kept.

- We aim to respond within 3 working days.
- If resolved, a note will be made internally.
- If unresolved, the complainant may escalate to Stage 2.

Stage 2: Formal Complaint

If informal resolution is not successful or is not appropriate, a written or emailed complaint should be submitted to:

Inspired Schools Ltd

Email: kirstyturner@inspiredschools.co.uk

Address: 4 King Square, Bridgwater, Somerset, TA6 3YF

Telephone: 07961222141

Please include:

- The nature of the complaint.
- Relevant dates, people involved, and any prior steps taken.
- A suggested resolution or desired outcome.

Process:

- Acknowledgement within 3 working days.

- Investigation by a Head of Centre or appropriate senior leader (or a Director if appropriate) who has not previously been involved.
- Written response with findings within 10 working days, where reasonably practicable.

Stage 3: Appeal

If dissatisfied with the Stage 2 outcome, an appeal may be submitted in writing within 10 working days from the date of the Stage 2 response.

- Acknowledgement within 3 working days.
- A separate person of appropriate seniority, such as a Director, will review the complaint.
- A written outcome will be provided within 15 working days of receiving the appeal, where reasonably practicable.

5. Complaints from Schools or Partner Organisations

- Schools or agencies may raise concerns directly with the leadership team.
- We will follow the same three-stage procedure, with an emphasis on partnership and collaboration.
- Formal complaints will be acknowledged in writing and logged securely.

6. Safeguarding and Serious Concerns

If any complaint includes:

- Allegations of abuse or misconduct.
- Safeguarding or welfare concerns.
- Criminal or illegal activity.

It will be referred immediately to:

- The Designated Safeguarding Lead (DSL).
- Local authority safeguarding partners, where appropriate.
- The Police, if applicable.

Safeguarding concerns will take precedence over the standard complaints process. Advice will be sought on who should be informed about the concerns and what action should be taken.

7. Record Keeping and Monitoring

- All complaints, including informal concerns, will be logged securely.

- Complaint trends will be reviewed regularly by senior leaders.
- Data will be retained in accordance with data protection laws and safeguarding expectations.

8. Confidentiality

Complaints will be treated confidentially. Information will be shared only with those directly involved or where disclosure is required or permitted by law.

Where appropriate, Inspired Schools Ltd may inform the relevant sending school, partner organisation, and/or parents or carers of a complaint or concern if they were not already aware.

9. Unreasonable or Vexatious Complaints

Where behaviour is persistent, abusive, or obstructive, we reserve the right to restrict communication or specify reasonable communication arrangements. This will be a last resort and will not affect any valid concerns raised.

10. Contact Details

To raise a concern or complaint, please contact:

Inspired Schools Ltd

Email: kirstytyturner@inspiredschools.co.uk

4 King Square

Bridgwater

Somerset

TA6 3YF

Telephone: 07961222141

End of Complaints Procedure