



COMPLAINTS POLICY

September 2026



Introduction and Guiding Principles

Prime Tutors Nottingham Ltd is committed to providing high-quality alternative provision and maintaining strong, positive relationships with learners, families, commissioners, and professionals. We recognise that concerns or complaints may arise, and we aim to resolve them promptly, fairly, and respectfully.

This policy ensures that:

- All complaints are handled with **fairness, openness, and transparency**
- Issues are resolved **quickly and effectively**
- The **learner's wellbeing** remains central
- Feedback informs **continuous improvement**
- Safeguarding duties are upheld at all times

Strategic Lead for Complaints:

The Directors, in consultation with the Senior Designated Safeguarding Lead (DSL), oversee the complaints procedure and ensure compliance with safeguarding legislation.

Scope and Timeframes

Who Can Make a Complaint?

- Parents or carers
- Commissioning bodies or referrers
- Learners (with appropriate support)
- Members of the public

Timeframe for Submission

Complaints should normally be made within **three months** of the incident or final incident in a series.

Exceptions may be considered in exceptional circumstances at the discretion of the Directors.

Complaints received outside term time will be acknowledged on the first working day after the holiday period.

Complaints Not Covered by This Policy



This policy does **not** cover:

- Staff grievances or employment matters
- Allegations of abuse against staff (managed under safeguarding procedures)
- Complaints relating to statutory decisions made by schools or local authorities

Vexatious or Unreasonable Complaints

Prime Tutors Nottingham Ltd is committed to dealing with all complaints fairly. However, we will not tolerate behaviour that is:

- Abusive
- Threatening
- Aggressive
- Discriminatory
- Persistently unreasonable
- Excessively demanding or repetitive

Where behaviour becomes unreasonable, we may:

- Limit communication to a single point of contact
- Restrict communication to email only
- Implement a communication plan
- End contact if behaviour poses a risk to staff

Serious incidents of aggression or threats may result in police involvement.

Complaints Procedure

Prime Tutors Nottingham Ltd uses a **three-stage process**:

Stage 1 – Informal Resolution (Preferred Initial Step)

Most concerns can be resolved quickly through direct communication.

How to Raise a Concern:

The complainant should contact the relevant staff member or the learner's assigned **Learning Manager**.

Response:

The staff member/Learning Manager will:



- Acknowledge the concern
- Discuss the issue
- Seek clarification
- Attempt to resolve the matter

Target response time: Within **48 hours** (where possible)

If resolved, no further action is required.

Stage 2 – Formal Complaint

If the concern remains unresolved, or if the matter is serious (e.g., misconduct), the complainant should submit a **formal written complaint**.

Submission:

Formal complaints must be submitted in writing (email preferred) to:

 info@primetutorsnottingham.co.uk

The complaint should include:

- Clear details of the issue
- Steps already taken
- Desired resolution

Acknowledgement:

Within **5 school days**

Investigation:

The Director will:

- Review all relevant information
- Speak with staff involved
- Examine documentation
- Gather evidence

Formal Response:

A written response will be provided within **10 school days** of acknowledgement, stating:

- Whether the complaint is upheld (in whole or in part)
- Findings of the investigation
- Actions taken or apologies offered



If more time is required, the complainant will receive an update and revised timeline.

Stage 3 – Appeal

If dissatisfied with the Stage 2 outcome, the complainant may request an appeal.

Submission:

A written request must be sent to:

 info@primetutorsnottingham.co.uk

The request must explain:

- Why the Stage 2 outcome is unsatisfactory
- Any perceived procedural failures

Review:

The Director will conduct a final review focusing on:

- Fairness
- Thoroughness
- Whether procedures were followed correctly

Final Decision:

Issued within **15 school days** of receipt.

This decision is final within Prime Tutors Nottingham Ltd.

If the complainant remains dissatisfied, they may raise the matter with the **commissioning school or local authority**, who hold statutory oversight of the placement.

Safeguarding and Low-Level Concerns

Prime Tutors Nottingham Ltd treats all concerns about staff behaviour with the utmost seriousness.

Low-Level Concerns

A low-level concern is behaviour that does not meet the harm threshold but may indicate inappropriate conduct.

Examples include:



- Being overly familiar with learners
- Inappropriate communication outside work
- Humiliating or belittling a learner

Action and Escalation

- All low-level concerns are reported immediately to the **Director** and **Senior DSL**
- The Directors and DSL will determine the appropriate response (e.g., retraining, monitoring)
- Patterns of behaviour or escalating concerns may trigger a **LADO referral**
- Any concern meeting the harm threshold is managed under safeguarding procedures

Safeguarding-Related Complaints

Complaints involving:

- Allegations of harm
- Concerns about staff conduct
- Child protection issues

are immediately referred to the **Designated Safeguarding Lead** and managed under the Safeguarding Policy. External agencies may be contacted where required.

Anonymous Complaints

Anonymous complaints are normally not investigated due to difficulty verifying information.

However, if the complaint indicates a **potential safeguarding risk**, the Directors may initiate an investigation.

Record-Keeping

Prime Tutors Nottingham Ltd maintains a confidential record of:

- All formal complaints
- Outcomes
- Actions taken
- Any safeguarding escalations

Records are used for:

- Internal auditing
- Policy review



- Continuous improvement

Publicising the Complaints Procedure

This policy is available:

- On request
- Within our commissioner policy pack
- As part of induction documentation for families and professionals