



Making a Complaint

Approved by:
The Directors of Strive Alternative Provision

Signed on behalf of the Directors by:
Stacey Hickey, Head of Operations

Date Approved: June 2026
Review Date: June 2027

POLICY UPDATE SUMMARY (2025)

- Added full Legal & Statutory Framework
- Updated for KCSIE 2025 & Working Together 2023
- Added safeguarding complaint route
- Added confidentiality, retention and data protection references
- Added Monitoring & Review section
- Added Version Control table
- Full rewrite into Strive 2025 format

1. POLICY STATEMENT

Strive Alternative Provision is committed to providing a high-quality service where students, parents, carers and professionals feel listened to, respected and treated fairly. We aim to resolve concerns at the earliest stage in a transparent, fair and timely manner.

2. SCOPE

This policy covers complaints made by:

- Parents and carers
- Students (where appropriate)
- Social workers and SEND teams
- External professionals
- Complaints about staff, subcontractors or visitors

Safeguarding complaints follow Section 10.

3. LEGAL & STATUTORY FRAMEWORK

This policy is informed by:

- Children Act 1989 & 2004
- Education Act 1996
- Children and Families Act 2014
- Equality Act 2010
- UK GDPR & Data Protection Act 2018
- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (KCSIE) 2025
- Buckinghamshire Local Authority Alternative Provision Quality Assurance Requirements

4. CORE PRINCIPLES

- All complaints are taken seriously
- All complaints will be handled fairly, promptly and professionally
- No complainant will be disadvantaged for raising concerns
- A clear and transparent procedure will be followed
- Records will be kept securely in line with data protection law

5. STAGE 1 – INFORMAL RESOLUTION

Most concerns can be resolved quickly by discussing the issue with a Senior Team member.

We will:

- Listen fully
- Clarify the concern
- Explore appropriate solutions
- Record the outcome

If resolved, no further action is needed.

6. STAGE 2 – FORMAL COMPLAINT

If unresolved, parents/carers may submit a written complaint (email or letter).

Strive will:

- Acknowledge within 5 working days
- Investigate fully
- Meet with the complainant
- Provide a written outcome within 28 calendar days where reasonably practicable.

Where additional time is required, the complainant will be kept informed of progress and revised timescales.

Records will be stored securely in accordance with the Provision's Data Protection Policy and retention schedule.

7. STAGE 3 – DIRECTOR REVIEW

If a parent/carer remains dissatisfied, they may request a meeting with a Director. A written record of the discussion and agreed action will be kept and signed by all present.

8. STAGE 4 – MEDIATION

If required, an independent mediator acceptable to both parties may be appointed.

The mediator:

- Listens impartially
- Reviews actions taken
- Helps identify solutions
- Keeps all information confidential

9. STAGE 5 – FINAL DIRECTOR DECISION

A final meeting takes place between the parent/carer and Director (mediator optional).

A final written and signed decision will be provided.

This concludes Strive's internal complaints procedure.

10. SAFEGUARDING COMPLAINTS

Any complaint involving:

- Staff conduct
- Concerns about the conduct of a Director. Concerns relating to the conduct of a Director may be reported directly to the Local Authority Designated Officer (LADO) or another appropriate external agency.
- Allegations of abuse
- Concerns about child safety must be reported immediately to the DSL.

The DSL may contact:

- The Local Authority Designated Officer (LADO)
- Buckinghamshire MASH

These complaints follow safeguarding procedures, not standard complaint stages.

11. CONFIDENTIALITY

- All complaints will be handled sensitively.
- Information will be shared only on a need-to-know basis and stored securely according to GDPR and Strive's Data Protection Policy.
- Anonymous complaints will be considered at the Provision's discretion. The ability to investigate and respond may be limited where insufficient information is provided.

END OF POLICY

MONITORING & REVIEW

This policy will be reviewed annually, or sooner if required due to changes in legislation, statutory guidance, local authority requirements, or significant operational changes. The Head of Operations is responsible for ensuring timely review and for communicating updates to all staff.

Version Control

Version	Date	Changes Made	Approved By
2025.1	July 2025	Full rewrite and update to 2025 legislation	Directors of Strive AP
2026.1	June 2026	Updates for due diligence	Directors of Strive AP