



PL6 Learning Hub – Complaints Policy

1. Policy Statement

PL6 Learning Hub values feedback and is committed to resolving concerns fairly, promptly, and transparently. Complaints are viewed as an opportunity to improve our provision and ensure the wellbeing of learners.

2. Scope

This policy applies to complaints made by:

- Parents and carers
- Learners
- Commissioners and professionals
- Members of the public

It covers complaints relating to:

- Teaching or support provision
- Staff conduct
- Communication
- Facilities or environment
- Service delivery

Safeguarding concerns should follow safeguarding procedures, not this policy.

3. Informal Resolution (Stage 1)

Where possible, concerns should be raised informally with:

- The tutor involved, or
- The Centre Manager

Most issues can be resolved quickly through discussion.

4. Formal Complaint (Stage 2)

If the issue is not resolved informally, a formal complaint may be made:

- In writing (email or letter)
- Clearly stating the nature of the complaint and desired outcome

The complaint will be:

- Acknowledged within **5 working days**
 - Investigated by senior leadership
 - Responded to within **20 working days**, where possible
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5. Investigation Process

The investigation may include:

- Reviewing records
- Speaking with relevant staff
- Meeting with the complainant

A written outcome will confirm:

- Findings
 - Any actions taken
 - Any learning or improvements identified
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6. Escalation (Stage 3)

If the complainant remains dissatisfied, the matter may be escalated to:

- The Director (if not already involved), or
 - An external body such as Ofsted (where appropriate)
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7. Confidentiality

All complaints will be:

- Handled sensitively
 - Shared only with those who need to know
 - Recorded securely in line with data protection requirements
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8. Unreasonable or Vexatious Complaints

PL6 Learning Hub reserves the right to manage complaints that are:

- Repetitive
- Abusive
- Unreasonable

This will be done fairly and proportionately.

9. Record Keeping

A log of complaints will be maintained, including:

- Date received
- Nature of complaint
- Actions taken
- Outcome

This supports quality assurance and safeguarding oversight.

10. Review

This policy will be reviewed annually or in response to changes in guidance or operational need.

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20/12/2025

Next Review Date: 20/12/2026