



COMPLAINTS POLICY AND PROCEDURE

TLE Independent School (TLEIS) aims to run smoothly and ensure that staff work together in a spirit of cooperation in the learners' best interests. TLEIS welcomes and values staff's feedback and so TLEIS has procedures in place to collect feedback, comments and suggestions ranging from informal discussions or by booking a meeting with the Head of School to have a formal discussion.

Initial step to voice concern

People are advised to address any initial concern or worry verbally and directly within their consultant as this procedure usually addresses the problem in many cases. If the complaint is about the consultant an informal meeting can be booked with a manager at a convenient time. Where the complaint is about a manager, please book a meeting with the director.

More serious concerns and formal complaint procedures

However, where the above procedure still does not provide a satisfactory result, practitioners should address their concern in writing using the complaints form to the Head of School who will address the issue instead.

It is a requirement to fill out a complaints form (attached below) or available on display in the office and provide this to the Head of School. All forms should be completed in black pen and handed in to the main office-duty desk manager.

Time frame to respond to written complaints

Head of School will investigate all complaints, and most practitioners will be seen within 5-10 days and no later than 28 days in all other cases.

How we will respond to complaints

Head of School will provide a written account of findings, any actions taken and the outcomes of the investigation. A record of all complaints will be made in the Complaints file which will be stored by the manager for at least three years.

Further action if the initial investigation leads to an unsatisfactory result

Any persons have the right to contact TLEIS directly after bringing the complaint in writing to the Director if they feel they have not received satisfactory response to their complaint by the Head of Centre.

Philippa Nelson (Interim Head) email: philippa@tleindependentschool.co.uk

Tracey Cryer (Director) email: tracey.cryer@teach-lincs.co.uk

Next steps after further action

A provision will be made for a hearing panel, appointed by the proprietor. This panel will consist of the chair of governors, proprietor and an independent representative. Parents will be allowed to attend the hearing. This meeting will be recorded by the means of minutes. Recommendations will be made as a result of the panel meeting and provided to the complainant and the person involved in the complaint. All

complaints, statements and outcomes are filed securely and available to the proprietor and head of centre and any inspecting body.

Number of Complaints in the pre-academic year – 0

Please see next page for Complaints form.

<u>Written by...</u>	Vicky Willerton	18/01/2024
<u>Approved by...</u>	Tracey Moyse-Mitchell	01/08/2025
<u>Reviewed by...</u>	Simone Quashie-Trafford	17/12/2025
	Tracey Moyse-Mitchell	18/12/2025
	Philippa Nelson	03/09/2026
	Tracey Moyse-Mitchell	03/09/2026
<u>Signed...</u>	<u>V. Willerton</u>	
<u>Date sent to Governors</u>		Due for Review 01/01/2027
<u>Date approved by Governors</u>		03/09/2027

Complaint Form

Initial step to voice concern - summery

It is usually encouraged to address any initial concerns verbally and directly to the room leader or the manager as this usually addresses the problem in many cases.

More serious concerns and formal written complaints – summary

It will then be advised to follow the step above first. Where the response is still unsatisfactory, please record your complaint by filling in the required field below and hand this form to the Head of Centre. All complaints will be dealt within 28 days of receipt.

Title: Mr[] Mrs [] Miss[] Ms [] Other []
Full name of complainant:
Relationship to child:
Address:
Email Address:
6. Nature of complaint (Use additional paper if necessary. Please also include any details of any attempt to speak verbally and directly to the key person, manager, or general manager. Please tell us if they tried this and why you felt the response was unsatisfactory)

Date:		Signature:	
For management use only			
Received by	Date received	Time received	Next step