



Complaints Policy

Policy Name:	Complaints Policy
Policy reference Number:	QAP012
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Review Date:	June 2027
Approved by:  Caroline Baughan, Director.	 Victoria Haydon, Director.

In reviewing this policy, Quercus AP has had regard to the Equality Act 2010 and carried out an equality impact assessment. It is satisfied that no group with a protected characteristic will be unfairly disadvantaged by this policy.

Aims and scope

Quercus AP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Quercus AP aims to provide pupils with high quality teaching and pastoral care. However, where a complaint is made against Quercus AP, staff or a person contracted to work with Quercus AP this policy outlines the procedure that will be followed. Any complaints made will be taken seriously and a satisfactory and efficient means of resolution will be sought at the earliest opportunity.

1. Complaints procedure

Stage 1 – Informal Resolution

- It is hoped that for the majority of complaints and concerns a resolution can be achieved quickly and informally.
- Complaints by a parent/guardian should be made directly to the directors of Quercus AP. It is intended that such cases will be resolved immediately in accordance with the parent/carers and young person's satisfaction, either on the same day as the complaint was made or within five working days.
- A written record of all matters relating to the complaint or concern will be kept by the owners of Quercus AP and dated accordingly.
- Where a matter cannot be resolved sufficiently within five working days the parent/guardian will be advised to follow formal resolution procedures, in accordance with stage 2.

Stage 2 – Formal Resolution

- Where informal resolution cannot satisfactorily resolve matters, a written complaint should be made to the directors of Quercus AP.
- Acknowledgement of a written complaint being received will be made within five working days. Details of how the complaint will be dealt with will be given at this time
- In most instances, the directors of Quercus AP will invite the parent/carer to the setting to discuss the issue directly within ten working days and attempt to agree on a suitable method of resolution at this point. It may become apparent at this point that further investigation into the matter is required.
- A written and dated record of all meetings and discussions relating to the complaint, and any subsequent investigations, will be kept by the directors of Quercus AP.
- Once the directors of Quercus AP are satisfied that all relevant facts have been gathered regarding the complaint the parent/carer will be contacted in writing.
- This will occur no later than fifteen working days after stage 2 proceedings are commenced. The written response to the complaint will outline the method of resolution to be taken and the reason for this decision
- If a parent/carer is unhappy with the decision made during stage 2 they are advised to contact the commissioning school or local authority and follow their complaints procedure.
- Where a young person or vulnerable adult has not been referred through a school or Local Authority then they are advised to contact LADO at Buckinghamshire Council.

2. Complaints by pupils

In matters where a young person wishes to make a complaint they are advised to speak directly to the directors of Quercus AP. The complaint will be resolved in five working days, or else the young person or vulnerable adult will be advised that they should ask their parent/guardian to follow the formal complaints procedure.