



Replenish Learning Complaints Policy

June 2025

1. Purpose

Replenish Learning is committed to providing a high-quality service to all students and their families. We recognise that from time to time, concerns may arise, and this policy outlines the procedure for making a formal complaint. Our aim is to ensure that all complaints are dealt with fairly, efficiently, and in a timely manner, in accordance with relevant UK educational standards.

2. Scope

This policy applies to all complaints regarding the services provided by Replenish Learning. It does not cover issues that are subject to statutory procedures, such as child protection or allegations of abuse.

3. Principles

- Complaints should be dealt with as informally as possible in the first instance.
- If the issue is not resolved informally, a formal process will be followed.
- All complaints will be handled confidentially.
- Complainants will be treated with respect and sensitivity.
- Replenish Learning will aim to resolve complaints within a reasonable time frame.

4. Informal Resolution

Replenish Learning encourages concerns to be raised with the relevant staff member as soon as possible to enable swift resolution. Most complaints can be resolved informally through discussion with the headteacher, Sofia Shah, or another appropriate staff member.

5. Formal Complaint Procedure

Step 1: Submission of Formal Complaint If the complaint cannot be resolved informally, it should be submitted in writing to the Business Manager and CEO, Atique Kahn. The complainant is encouraged to use the attached Complaint Form for clarity.

Step 2: Acknowledgment Replenish Learning will acknowledge receipt of the complaint within five working days.

Step 3: Investigation The Business Manager and CEO, Atique Kahn, will investigate the complaint, speaking to all relevant parties. The investigation should be completed within 15 working days of the complaint being received.

Step 4: Outcome Once the investigation is complete, Replenish Learning will provide the complainant with a written response detailing the findings and actions taken or proposed. If the parent is not satisfied with the outcome then the decision can be taken to a formal panel hearing.

Step 5: Formal Panel Hearing If the complainant is not satisfied with the outcome, they may appeal in writing to the Chair of Governors, Farzana.khanum@nothlincsgov.uk for an independent panel appointed by Replenish Learning consisting of at least three people who were not directly involved in the matters detailed in the complaint. Where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school. A parent can be accompanied at attend a panel hearing if they wish.

The policy provides for the complaints panel to make findings and recommendations, with a copy of those findings and recommendations shared with the complainant and, where relevant, the individual complained about. These documents will also be made available for inspection on the school premises by the proprietor and the Headteacher. A written record will be maintained of all complaints made in accordance with the formal procedure, indicating whether they were resolved at that stage or progressed to a panel hearing, along with details of any action taken by the school as a result of each complaint, regardless of whether the complaint was upheld. All correspondence, statements, and records relating to individual complaints will be kept confidential, except where disclosure is required by the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008.

The appeal process should take no longer than 20 working days from the receipt of the request.

6. Record Keeping

All formal complaints will be recorded and kept on file by the Business Manager for at least three years.

7. Monitoring and Review

This policy will be reviewed annually by Replenish Learning's management team and updated as necessary to ensure it remains compliant with current regulations and best practices.

8. Recorded Complaints

Replenish Learning has yet to receive any complaints within the last 12 months.

Complaint Form Template

Replenish Learning Complaint Form

1. Your Details:

- Full Name: _____
- Address: _____
- Email: _____
- Telephone Number: _____
- Relationship to Replenish Learning (e.g., parent, guardian):

2. Details of Complaint:

- Date of Incident: _____
- Description of the Complaint:
(Please provide as much detail as possible, including names, dates, and locations where appropriate.)

3. Steps Taken So Far:

- Have you discussed this issue with any staff member?
(If yes, please provide details of who you spoke to and when.)

4. Desired Outcome:

- What actions or outcome would you like to see as a result of this complaint?

5. Signature:

(Complainant's Signature)

Date: _____

By following this complaints policy, Replenish Learning strives to ensure that concerns are resolved in a fair and transparent manner. Should you need any further information, please contact our office.

Next Review Date : June 2026