

 Integra Education North LTD trading as Let's Educate	Complaint Policy	Ref:	EDPOL/03/1
		Issue Date:	May 2026
		Issue:	1
		Revised:	n/a
		Next Review:	May 2027
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Complaint Policy

1. Introduction

Let's Educate is committed to providing a high-quality service to all clients, learners, parents, carers and agency workers.

We recognise that from time-to-time concerns or complaints may arise. We welcome feedback as an opportunity to improve our services.

This policy applies to all services delivered by Let's Educate, including schools, alternative provision, EOTAS (Education Other Than At School), and off-site tutoring.

2. Policy Statement

Let's Educate will:

- Take all complaints seriously
- Respond in a timely, fair and consistent manner
- Ensure complaints are handled appropriately and confidentially
- Ensure all parties are given the opportunity to respond
- Ensure no individual is treated unfairly for raising a complaint
- Use complaints to improve service delivery

3. What is a Complaint

A complaint is any expression of dissatisfaction about:

- The service provided
- Actions or behaviour of staff or agency workers
- Failure to meet expected standards
- Any perceived unfair or unreasonable treatment

4. How to Make a Complaint

Complaints can be made by:

- Clients
- Parents or carers
- Learners
- Agency workers

Complaints should be submitted:

- In writing via email to: contact@letseducate.co.uk

Where required, complaints may be raised verbally and will be recorded.

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5. Complaints Procedure

Stage 1 - Informal Resolution

Where possible, complaints should be resolved informally.

- This may involve a phone call or discussion
- Most concerns can be resolved quickly at this stage

Stage 2 - Formal Complaint

If the issue cannot be resolved informally:

- The complaint will be formally logged
- An investigation will be carried out without unreasonable delay

This may include:

- Reviewing records
- Speaking to relevant staff
- Gathering evidence

Timescales

- Acknowledgement: within 48 hours
- Full response: within 7 working days

Where further investigation is required:

- An interim response will be provided
- A revised timescale will be communicated

6. Outcome of Complaints

The outcome will be confirmed in writing. The response will include:

- Findings of the investigation
- Any actions taken
- An explanation where appropriate
- Details of how to escalate if dissatisfied

7. Escalation of Complaints

If the complainant is not satisfied with the outcome. The complaint may be escalated to the Compliance Manager. If still unresolved, the complaint may be escalated to a Director.

8. Escalation of Concerns (Including EOTAS)

If the complaint remains unresolved after internal processes, the complainant may refer the matter to:

- The Recruitment and Employment Confederation (REC)
- The relevant Local Authority (for EOTAS or commissioned provision)
- The Information Commissioner's Office (ICO) for data-related complaints

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9. Complaints involving Safeguarding

Where a complaint relates to safeguarding:

- The Safeguarding Policy must be followed immediately
- Concerns must be reported without delay

Where required, The Client's Designated Safeguarding Lead (DSL) must be informed.

For EOTAS learners without a school-based DSL:

- The Let's Educate Safeguarding Lead must be informed
- The commissioning service (Local Authority) must be notified

Where necessary, a referral may be made to external safeguarding services, including MASH.

10. Confidential and Conduct

- All complaints will be handled confidentially where possible
- Information will only be shared on a need-to-know basis
- All parties involved are expected to act respectfully throughout the process

No individual will be treated unfavourably for raising a genuine complaint.

11. Data Protection Complaints

Complaints relating to personal data will be handled in line with GDPR requirements. Individuals have the right to raise concerns regarding how their data is handled. Complaints may be escalated to the Information Commissioner's Office (ICO).

12. Learning from Complaints

Let's Educate will:

- Monitor complaints
- Identify trends or recurring issues
- Use findings to improve service delivery and training

13. Record Keeping

- All complaints will be recorded
- Records will be stored securely in line with GDPR
- Records will be available for audit

15. Policy Review

This policy will be reviewed annually or following any significant change.

16. Legislation and Guidance

This policy aligns with:

- [Keeping Children Safe in Education \(KCSIE\) 2025](#)
- [Working Together to Safeguard Children](#)

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- [REC Code of Practice](#)
- [Data Protection Act 2018 \(GDPR\)](#)

17. Version Control

This policy aligns with:

- Version 1.0 – May 2026 - Original complaints procedure