

Complaints Policy

Purpose

At Move the Mind Learning AP Ltd, we are committed to providing a safe, supportive, and positive environment for all children, families, staff, learners, and professionals we work with. We welcome feedback and take all concerns and complaints seriously. We aim to resolve complaints promptly, fairly, and respectfully.

Who Can Make a Complaint?

Complaints may be made by:

- Parents or carers
- Children and young people (with support where needed)
- Learners
- Staff members
- Other professionals and agencies

How to Make a Complaint

A complaint can be made by:

- Speaking to a member of staff in person
- Contacting us by telephone
- Sending an email
- Writing a letter

We will provide support to anyone who may need assistance in making a complaint.

Complaints Procedure

Stage 1: Informal Complaint

Most concerns can be resolved informally.

- Complaints should be raised with a member of staff or the Director.
- The complaint will be acknowledged within **5 working days**.
- The member of staff receiving the complaint will discuss the concern with the complainant and attempt to resolve the issue promptly.
- A response will normally be provided within **10 working days** of the complaint being received.

Stage 2: Formal Complaint

If the matter is not resolved informally, or if the complaint is of a serious nature, a formal complaint may be submitted.

- Formal complaints should be submitted in writing where possible to the **Director, Nicole Gillard**.
- The complaint will be acknowledged within **5 working days**.
- An investigation will be carried out by the Director or an appropriate senior member of staff who is not directly involved in the matter being complained about.
- Relevant information, records, and statements may be gathered as part of the investigation.
- A written outcome will normally be provided within **20 working days**. Where additional time is required, the complainant will be informed of the reasons and given an updated timescale.

Stage 3: Review of Outcome

If the complainant remains dissatisfied, they may request a review by the management team.

- The request for review should be submitted within **10 working days** of receiving the formal complaint outcome.
- The review will consider whether the complaints procedure was followed fairly and whether the outcome was reasonable.
- A final response will normally be issued within **20 working days**.

Roles and Responsibilities

Director (Nicole Gillard)

The Director is responsible for:

- Receiving formal complaints
- Ensuring complaints are investigated fairly and promptly
- Maintaining complaint records
- Communicating outcomes to complainants
- Implementing actions arising from complaints

Staff Members

Staff members are responsible for:

- Listening to concerns respectfully
- Attempting to resolve minor concerns informally where appropriate
- Reporting complaints to the Director
- Cooperating fully with any investigation

Recording Complaints

All complaints will be recorded accurately and securely.

Records will include:

- Date the complaint was received
- Name and contact details of the complainant (where provided)
- Details of the complaint
- Actions taken during the investigation
- Findings and outcomes
- Any recommendations or improvements identified

Complaint records will be stored securely and treated confidentially in accordance with applicable data protection requirements. Access will be restricted to authorised personnel only.

Escalation to ASDAN

Where a complaint relates to ASDAN qualifications, assessments, moderation, certification, or quality assurance arrangements, learners must first complete the full Move the Mind Learning AP Ltd complaints procedure before contacting ASDAN.

ASDAN will normally only consider a complaint once evidence has been provided that the centre's complaints procedure has been exhausted and a final outcome has been issued.

Complaints may be escalated to ASDAN where:

- The complainant believes the centre has not followed its published procedures.
- There is evidence of maladministration or malpractice.
- The complainant believes the outcome is unreasonable and all internal stages have been completed.

Information regarding ASDAN's complaints process can be obtained directly from ASDAN and should only be used after the centre's procedures have been fully exhausted.

Confidentiality and Record Keeping

All complaints will be handled sensitively and confidentially. Information will only be shared with individuals who need access to investigate and resolve the complaint.

Information gathered through complaints will be used to help improve our services, systems, and practices.

Policy Review

This policy will be reviewed annually to ensure it remains effective, compliant, and up to date.

Contact Details

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Policy Approval

Approved by: N Gillard

Position: Director

Date: September 2026

Review Date: September 2027