



NEXT GEN Engagement – Complaints Policy

1. Introduction

NEXT GEN Engagement is committed to providing a high standard of education and support for children and young people. We value feedback and take all complaints seriously, ensuring they are handled fairly, consistently, and promptly.

2. Scope of the Policy

This policy applies to complaints from:

- Parents/carers
- Students
- Staff members
- External agencies or other stakeholders

Complaints relating to safeguarding concerns will be referred directly to the **Designated Safeguarding Lead (DSL)** and handled according to our **Safeguarding Policy**.

3. Principles

We aim to:

- Deal with complaints fairly, openly, and without bias.
- Resolve complaints informally whenever possible.
- Provide clear procedures for escalating concerns.
- Ensure confidentiality, where appropriate.
- Learn from complaints to improve our service.

4. Complaint Process

Stage 1: Informal Resolution

- Concerns should first be raised informally with the relevant staff member.
- If unresolved, the issue can be discussed with a senior staff member.
- Most complaints can be resolved at this stage through open communication.

Stage 2: Formal Complaint

If the issue is not resolved informally, a formal complaint should be made in writing to the **Manager/Head of Provision**, including:

- The nature of the complaint.
- Steps already taken to resolve the issue.
- The desired outcome.

Response Time:

- An acknowledgment will be sent within **5 working days**.
- A full investigation will take place, and a response will be provided within **15 working days**.

Stage 3: Escalation

If the complainant is not satisfied with the outcome, they may escalate the complaint to:

- **The Management/Board of Directors** (where applicable).
- An independent review panel.

A written request for escalation must be submitted within **10 working days** of receiving the Stage 2 response.

5. Complaint Outcomes

Possible outcomes include:

- An apology and explanation.
- Steps taken to resolve the issue.
- Staff training or procedural changes.
- Referral to an external agency (if required).

6. Confidentiality and Record-Keeping

- All complaints will be handled sensitively and in line with **data protection laws (GDPR)**.
- Records of complaints and outcomes will be kept securely for monitoring and improvement purposes.

7. Unreasonable or Vexatious Complaints

If a complaint is deemed unreasonable, malicious, or persistent after full investigation, we reserve the right to take appropriate action, including limiting further communication.

8. Policy Review

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

For complaints, please contact:

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