



# Complaints Policy

## Educreate Learning

### 1. Purpose

Educreate is committed to delivering high-quality education, training, and creative learning opportunities that meet the needs of our learners, partners, and wider community.

We value feedback and take complaints seriously, as they provide an opportunity to learn and improve our services. This policy explains how we manage complaints promptly, fairly, and transparently.

### 2. Scope

This policy applies to:

- Learners participating in any Educreate programme or activity
- Partners, funders, and members of the public
- Volunteers and contractors working with or on behalf of Educreate

This policy does not cover employment-related grievances, which are managed through our internal staff grievance procedures.

### 3. Our Commitment

Educreate will:

- Treat all complaints seriously, with respect and confidentiality
- Aim to resolve issues informally where possible
- Investigate all formal complaints fairly and impartially
- Respond within agreed timeframes
- Use complaints to identify learning and drive continuous improvement

### 4. Definition of a Complaint

A complaint is any expression of dissatisfaction about the standard of service, actions, or lack of action by Educreate or anyone working on our behalf.

Examples include (but are not limited to):

- Poor quality of service or communication
- Unfair treatment or inappropriate behaviour
- Failure to deliver a promised service or commitment

### 5. Complaints Procedure

#### Stage 1: Informal Resolution

Where possible, concerns should first be raised directly with the staff member or programme lead involved. Many issues can be resolved quickly and informally through discussion.

If the issue cannot be resolved informally, or the complainant prefers a formal process, the complaint can move to Stage 2.

#### Stage 2: Formal Complaint

Formal complaints should be submitted in writing to:

[rosie@educreate.org.uk](mailto:rosie@educreate.org.uk)

The complaint should include:

- The nature of the complaint
- Relevant dates, times, and people involved
- What outcome or resolution is sought

**Acknowledgement:** We will acknowledge receipt of your complaint within 5 working days.

**Investigation:** The complaint will be investigated by an appropriate senior member of staff or director not directly involved in the matter.

**Response:** A written response will be provided within 20 working days of acknowledgement. If more time is required, we will inform you of the reason and expected timeframe.

### Stage 3: Appeal

If you are dissatisfied with the outcome, you may request an appeal in writing within 10 working days of receiving the decision.

The appeal will be reviewed by a director or an independent panel not previously involved in the matter.

A final written decision will be issued within 20 working days of receiving the appeal. The decision at this stage is final.

### 6. Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with data protection legislation. Information will only be shared with those directly involved in investigating or resolving the complaint.

### 7. Monitoring and Learning

Educreate will maintain a record of all formal complaints and use this information to:

- Identify recurring issues or patterns
- Improve service delivery and communication
- Report anonymised data to leadership or the Board for oversight and accountability

### 8. Accessibility

We are committed to ensuring this policy and our complaints process are accessible to everyone. Complaints can be made verbally, in writing, or through alternative communication methods if required. Assistance will be provided where needed.

Complaints relating to safeguarding, child protection, staff conduct, or allegations against adults working within Educreate will be managed in accordance with the relevant organisational policies and procedures, including the Safeguarding and Child Protection Policy, Allegations Against Staff Procedures, and Whistleblowing Policy, where appropriate.

If a complainant remains dissatisfied following the outcome of Educreate's complaints procedure, or where concerns relate to regulatory, safeguarding, or legal matters, they may raise their concerns with relevant external agencies or independent bodies.

This may include:

- [Ofsted](#) for concerns relating to education provision, safeguarding, or regulatory compliance.
- [Citizens Advice](#) for independent advice and guidance regarding rights, complaints, and dispute resolution.
- The Local Authority where concerns relate to safeguarding or special educational needs provision.
- The Police where a criminal offence may have occurred.
- The Local Government and Social Care Ombudsman, where applicable.

Educreate will not prevent any individual from contacting external agencies or seeking independent advice at any stage of the complaints process.

### Contact Details

Educreate Learning CIC

07703022689

[rosie@educreate.org.uk](mailto:rosie@educreate.org.uk)

#### Review and Approval

This policy will be reviewed annually or sooner if significant changes occur in legislation, organisational structure, or feedback processes.

Approved by: Rosie Thurston

Date: 28/05/2026

To be reviewed:28/05/2027