



Rise & Regulate

RISE AND REGULATE - COMPLAINTS POLICY

Purpose

Rise and Regulate is committed to providing a high-quality service to learners, parents, schools, commissioners and partner agencies. We welcome feedback and recognise that concerns or complaints can provide valuable opportunities to improve our provision.

Informal Complaints

Where possible, concerns should first be raised informally with the member of staff involved or with the Director.

Formal Complaints Procedure

Stage 1 – Written Complaint

Complaints should be submitted in writing to Danny Collins, Director & Safeguarding Lead.

Stage 2 – Investigation

Complaints will be investigated fairly and objectively and a written response will normally be issued within 20 working days.

Stage 3 – Review

If dissatisfied, a review may be requested.

Confidentiality

All complaints will be handled sensitively and confidentially.

Record Keeping

Records of complaints and outcomes will be maintained securely in accordance with GDPR.

Monitoring & Review

This policy will be reviewed annually.

Approved By: **Danny Collins**

Role: Director & Safeguarding Lead

Review Date: May 2027