EDJUVERA

Unlocking every learner's potential.

Complaints Policy and Procedure

For learners, families, schools, local authorities, commissioners and other stakeholders

Policy owner	Edjuvera Management
Approved by	Joke Alawode
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Public document | Website and commissioning due diligence use

Contact: hello@edjuvera.co.uk

Important status note
This policy is designed for Edjuvera as a SEND tuition and alternative provision provider. It is aligned with current DfE complaints good practice, Keeping Children Safe in Education 2026, current ICO complaints requirements and relevant Ofsted and Ombudsman routes where they apply. It does not state that Edjuvera is Ofsted regulated unless and until a specific service falls within Ofsted registration or inspection requirements.

A. Document control and quick reference

Item	Details
Policy title	Complaints Policy and Procedure
Applies to	Learners, parents and carers, schools, local authorities, commissioners, tutors, staff, contractors and members of the public affected by Edjuvera services
Primary complaints contact	hello@edjuvera.co.uk I Subject line: Formal Complaint
Safeguarding contact	Designated Safeguarding Lead:
Stage 1 target	Acknowledge within 2 working days; written outcome normally within 10 working days
Stage 2 target	Acknowledge within 2 working days; review outcome normally within 15 working days
Complaint time limit	Normally within 3 months of the event or of becoming aware of it, with discretion for exceptional circumstances
Data protection complaints	Handled in line with current ICO requirements, including acknowledgement within 30 days
External escalation	Depends on the issue and commissioning route; may include the commissioning local authority, LGSCO, ICO, Ofsted where relevant, SEND Tribunal, police or
Review frequency	At least annually and sooner if legislation, guidance, commissioning requirements or Edjuvera services

Contents

1. Policy statement
2. Purpose and objectives
3. Scope
4. Definitions
5. Our complaints principles
6. Who can complain and how to complain
7. Accessibility, SEND and child-friendly complaints
8. What this policy covers
9. Matters handled under another procedure
10. Safeguarding concerns and allegations
11. Complaints about tutors, staff, leaders or the DSL
12. Time limits
13. Informal concerns
14. Stage 1 formal complaint
15. Stage 2 review
16. Outcomes and remedies
17. Commissioned learners and local authority placements
18. Unresolved complaints and external escalation

19. Data protection complaints
20. Confidentiality, information sharing and records
21. Anonymous complaints
22. Persistent, unreasonable or abusive behaviour
23. Equality, non-retaliation and reasonable adjustments
24. Learning from complaints and governance
25. Record retention
26. Publication and review
Appendix 1: Complaints process flow
Appendix 2: Complaints form
Appendix 3: Child-friendly complaints guide
Appendix 4: Complaints register fields
Appendix 5: References and guidance

1. Policy statement

Edjuvera is committed to providing high-quality, safe, respectful and responsive SEND tuition and alternative provision. We recognise that concerns and complaints can identify where something has gone wrong, where expectations have not been met or where our services can improve.

We aim to resolve concerns as early as possible, investigate formal complaints fairly and impartially, explain our decisions clearly, provide appropriate remedies where something has gone wrong and use learning from complaints to improve our provision.

No learner will be disadvantaged, treated less favourably or have support withdrawn because they, their parent or carer, or a professional acting for them has raised a concern or complaint in good faith.

2. Purpose and objectives

This policy sets out how Edjuvera receives, records, investigates, responds to and learns from complaints. Its objectives are to:

- provide a clear and accessible route for raising concerns and complaints;
- resolve issues promptly and proportionately;
- ensure investigations are fair, evidence-based and free from avoidable conflicts of interest;
- protect the welfare and voice of children and young people;
- ensure safeguarding concerns are acted on immediately and are not delayed by the complaints process;
- provide clear escalation routes, including external routes where applicable;
- maintain accurate complaint records and identify recurring themes;
- support schools, local authorities and commissioners in meeting their own oversight responsibilities where Edjuvera is delivering commissioned provision.

3. Scope

This policy applies to complaints about Edjuvera services, actions or omissions, including services delivered by tutors, staff, contractors or representatives acting on Edjuvera's behalf.

It may be used by learners, parents and carers, schools, local authorities, commissioners, professionals, tutors, applicants and members of the public where they are directly affected by Edjuvera's service.

Important
Some issues must be handled under a different statutory, safeguarding, employment, data protection or contractual procedure. Where that applies, Edjuvera will explain the correct route and will not use the complaints process to delay urgent action.

4. Definitions

Concern

An expression of worry, doubt or dissatisfaction about an issue where reassurance, clarification or a practical solution is sought. Many concerns can be resolved quickly without a formal investigation.

Complaint

An expression or statement of dissatisfaction, however made, about an action taken, a service provided, a decision, behaviour, communication, or a failure to act. A complainant does not need to use the word “complaint” for Edjuvera to recognise that a complaint has been made.

Complainant

The person making the complaint, including a person authorised to act on someone else’s behalf.

Working day

Monday to Friday, excluding bank holidays and any published Edjuvera closure period. For commissioned school or local authority work, contractual timescales may take precedence where they are shorter or more specific.

5. Our complaints principles

- Simple to understand and use.
- Accessible to children, families and people with SEND or communication needs.
- Impartial, non-adversarial and proportionate.
- Child-centred where a learner is affected.
- Confidential, with information shared only where there is a lawful or safeguarding need.
- Prompt, with realistic published timescales and updates where more time is required.
- Evidence-based, with all material points addressed.
- Free from conflicts of interest or the appearance of bias.
- Focused on resolution, redress and service improvement rather than blame.
- Consistent with equality, human rights, data protection and safeguarding obligations.

6. Who can complain and how to complain

A complaint may be made by any person directly affected by Edjuvera’s service or by an authorised representative. A complaint can be made:

- by email to hello@edjuvera.co.uk, using the subject line “Formal Complaint”;
- using Edjuvera’s online complaint form when available;
- by telephone, with a written record made by the receiving staff member;
- in writing by post to Edjuvera’s registered office once published;
- in person, where this is appropriate and can be safely arranged.

The complainant should provide enough information to identify the issue, relevant dates, people involved where known, the impact of the issue and what outcome they are seeking. Edjuvera will not reject a complaint solely because the complainant cannot provide every detail.

Where a person is complaining on behalf of another adult, Edjuvera may ask for evidence of authority to act. For parents or carers acting for a child, Edjuvera will consider age, competence, parental responsibility, safeguarding and the child’s own views where relevant.

7. Accessibility, SEND and child-friendly complaints

Edjuvera will take reasonable steps to make the complaints process accessible. This may include:

- accepting a complaint verbally where writing is difficult;
- providing information in a clearer, shorter or alternative format;
- allowing a parent, carer, advocate or trusted adult to support the complainant;
- using communication methods appropriate to the learner's SEND, language or communication profile;
- offering additional time or breaks during meetings where appropriate;
- considering reasonable adjustments under the Equality Act 2010.

A learner may raise a concern directly with their tutor, another Edjuvera staff member, the Designated Safeguarding Lead, or through a parent, carer or trusted professional. A child does not need to understand the formal complaints procedure before Edjuvera will listen and act.

8. What this policy covers

Examples include complaints about:

- the quality, suitability or delivery of tuition or alternative provision;
- tutor conduct, professionalism, communication, punctuality or reliability;
- missed, shortened, cancelled or rearranged sessions;
- learning plans, agreed targets, progress updates or reports;
- communication with families, schools, local authorities or other professionals;
- administration, referrals, onboarding, scheduling or customer service;
- fees, invoices or contractual administration, where no separate dispute procedure applies;
- accessibility and reasonable adjustments;
- the way a previous concern or complaint has been handled.

9. Matters handled under another procedure

The following may require a separate or additional process:

Issue	Primary route
Safeguarding or child protection concern	Immediate safeguarding process and Edjuvera Safeguarding and Child Protection Policy.
Allegation that an adult has harmed or may pose a risk to a child	Safeguarding allegations procedure, including referral to the LADO, police, children's social care or other authority where required.
Whistleblowing by a worker	Edjuvera Whistleblowing Policy or relevant statutory route.
Employee grievance or disciplinary matter	Internal HR procedure. Confidential employment outcomes will not normally be disclosed to a complainant.
Data protection complaint	Section 19 of this policy and Edjuvera Privacy Notice, with ICO escalation rights.
Criminal allegation or immediate danger	Police and/or emergency services.

Issue	Primary route
EHCP decision carrying a statutory appeal right	The relevant local authority process and, where applicable, the First-tier Tribunal (Special Educational Needs and Disability).
Contractual dispute with a commissioning body	Relevant contract, framework or commissioning dispute procedure, alongside this policy where appropriate.

10. Safeguarding concerns and allegations

Safeguarding takes priority
A complaint that raises a safeguarding concern will not wait for the complaints process to be completed. Safeguarding action will be taken immediately in accordance with Edjuvera's Safeguarding and Child Protection Policy and the circumstances of the case.

Any information suggesting that a child is suffering, or is likely to suffer, harm must be passed without delay to the Designated Safeguarding Lead. If a child is in immediate danger, emergency services must be contacted.

Safeguarding concerns about tutors, staff, contractors or volunteers will be managed under the appropriate allegations or low-level concerns process. Where required, Edjuvera will contact the Local Authority Designated Officer, children's social care, the police, the Disclosure and Barring Service, a commissioning body or another relevant authority.

The fact that an issue is also being considered as a safeguarding matter does not automatically prevent Edjuvera from addressing service-related aspects of the complaint, but investigations will be coordinated so that safeguarding action is not compromised.

11. Complaints about tutors, staff, leaders or the DSL

Complaints will be allocated to a person with sufficient authority and no material conflict of interest.

- Complaints about a tutor or staff member will normally be investigated by a manager or other suitable person not directly involved in the matter.
- Complaints about a manager will be allocated to a more senior person or another suitably independent reviewer.
- Complaints about the Designated Safeguarding Lead that concern safeguarding practice will be handled by an appropriate senior person and escalated externally where required.
- Where the complaint concerns the person who would ordinarily investigate it, another suitable person will be appointed.
- Where independence cannot reasonably be achieved internally, Edjuvera may appoint an external reviewer.

A complainant may be told that appropriate management action has been taken, but confidential personnel information, disciplinary sanctions or personal information about staff will not normally be disclosed.

12. Time limits

Complaints should normally be raised within three months of the event, or within three months of the complainant becoming aware of the matter. Edjuvera may accept a complaint outside this period where

there are exceptional circumstances, including safeguarding concerns, illness, disability, delayed awareness of the issue or other good reason.

Where an investigation cannot be completed within the published target, Edjuvera will explain the reason for the delay and provide a revised target date.

A complainant should normally request Stage 2 within 10 working days of the Stage 1 outcome. Edjuvera may accept a later request where there is a reasonable explanation.

13. Informal concerns

Edjuvera encourages concerns to be raised early so that straightforward issues can be resolved quickly. Informal resolution may include clarification, correction of an error, a conversation with a manager, rearranging provision, an apology or another practical remedy.

A complainant does not have to complete an informal stage before making a formal complaint. If they clearly ask for the matter to be treated formally, Edjuvera will move to Stage 1.

14. Stage 1: formal complaint

Acknowledgement

Edjuvera will normally acknowledge a formal complaint within 2 working days and identify the person responsible for handling it.

Investigation

The investigator may review records, session notes, emails, reports, relevant policies and contractual documents; speak to staff or witnesses; seek clarification from the complainant; and consider the learner's views where appropriate. The investigator will address the material points raised and consider whether Edjuvera acted reasonably and in line with its policies, contractual commitments and applicable legal duties.

Stage 1 outcome

Edjuvera will normally provide a written outcome within 10 working days of acknowledging the complaint. The response will normally include:

- a summary of the complaint considered;
- the evidence or information considered, subject to confidentiality;
- findings on the material issues;
- reasons for the decision;
- any remedy, corrective action or service improvement;
- information about how to request Stage 2 if the complainant remains dissatisfied.

15. Stage 2: review

A complainant who remains dissatisfied may request a Stage 2 review. The request should explain which parts of the Stage 1 outcome remain unresolved and why.

The Stage 2 reviewer will not simply repeat Stage 1. They will consider whether the complaint was properly investigated, whether relevant evidence was considered, whether the conclusions were reasonable and fair, whether the policy was followed and whether any remedy was appropriate.

The review will be carried out by a person who was not materially responsible for the Stage 1 decision wherever reasonably possible. Edjuvera may use a senior leader, director or suitably independent external person.

Stage 2 will normally be acknowledged within 2 working days and concluded within 15 working days. The written outcome will state whether the Stage 1 decision is upheld, changed or partly changed, explain the reasons and identify any further action.

Stage 2 normally completes Edjuvera's internal complaints procedure unless Edjuvera decides that a further independent review is necessary because of exceptional seriousness, complexity or a conflict of interest.

16. Outcomes and remedies

Where a complaint is upheld or partly upheld, Edjuvera will consider a proportionate remedy. Depending on the circumstances this may include:

- an explanation or acknowledgement that something could have been handled better;
- an apology;
- correction of inaccurate information or records;
- rearranging or reviewing provision;
- a change to communication, reporting or administrative arrangements;
- additional supervision, guidance or training;
- a review or amendment of a policy or process;
- a refund, credit or other contractual remedy where appropriate;
- escalation to safeguarding, regulatory or commissioning authorities where required;
- organisational learning to reduce the likelihood of recurrence.

An apology or acknowledgement that Edjuvera could have handled a situation better is not necessarily an admission of legal liability or negligence.

17. Commissioned learners and local authority placements

Where a school, local authority or other public body commissions Edjuvera, the commissioning contract and the commissioner's own statutory duties may affect how a complaint is handled.

Edjuvera may share relevant complaint information with the commissioning body where this is necessary for contract management, safeguarding, oversight, complaint resolution or legal compliance. Only information reasonably necessary for the purpose will be shared.

Where the complaint concerns a decision or duty that rests with the commissioning local authority rather than Edjuvera, the complainant will be signposted to the local authority's complaints procedure. Edjuvera will cooperate with lawful enquiries and provide relevant records where required.

Where Edjuvera is delivering a service on behalf of a council, the Local Government and Social Care Ombudsman may, where the matter falls within its jurisdiction, investigate actions of the provider as part of a complaint about the council.

18. Unresolved complaints and external escalation

Edjuvera aims to resolve complaints through its internal procedure wherever possible. Once the internal procedure is complete, the complainant will be told about any external route that appears relevant to the issue. Not every external body can consider every complaint.

External route	When it may be relevant
Commissioning school or local authority	Where the learner's provision was commissioned and the complaint concerns the commissioned service, contract oversight or a duty held by the commissioner.
Local Government and Social Care Ombudsman (LGSCO)	Where Edjuvera is providing services on behalf of a local authority and the complaint falls within the Ombudsman's jurisdiction. The Ombudsman can investigate actions of private organisations acting on behalf of councils. The complainant will usually be expected to complete the relevant complaints procedure first.
Information Commissioner's Office (ICO)	For unresolved concerns about the handling of personal information or data protection rights. A person may complain to the ICO, although the ICO recommends giving the organisation an opportunity to respond first.
Ofsted	Only where Ofsted has a relevant inspection or regulatory role. Ofsted generally expects the provider's complaints procedure to be completed first and does not act as an appeal body for individual contractual disputes.
First-tier Tribunal (Special Educational Needs and Disability)	For statutory appeal rights concerning certain local authority SEND and EHCP decisions. Ombudsman jurisdiction can be restricted where a matter has been, or could appropriately be, considered by the Tribunal.
Children's social care, LADO or police	For safeguarding, allegations, risk of harm or criminal concerns, depending on the circumstances.
Courts, legal advisers or other dispute mechanisms	Where a contractual, discrimination or other legal claim has an appropriate legal route. Edjuvera cannot provide legal advice to a complainant.

Ombudsman wording
An unresolved complaint is not automatically eligible for the Ombudsman. Eligibility depends on the complaint, who commissioned the service, the legal duty involved and whether another statutory appeal route applies.

19. Data protection complaints

A complaint about the collection, use, storage, sharing, security or accuracy of personal information, or about the handling of a data protection rights request, will be treated as a data protection complaint even if the complainant does not use legal terminology.

Edjuvera will maintain a process for handling data protection complaints in line with current UK data protection law and ICO guidance. This includes:

- providing a clear way to make a data protection complaint;
- acknowledging receipt within 30 days of receiving the complaint;
- taking appropriate steps to investigate without undue delay;
- keeping the complainant informed where appropriate;
- providing an outcome without unjustifiable or excessive delay;
- explaining the right to complain to the Information Commissioner's Office.

A data protection complaint and another service complaint may run in parallel where appropriate. Edjuvera will avoid delaying a data protection response simply because other issues are still being investigated.

20. Confidentiality, information sharing and records

Complaints will be handled as confidentially as reasonably possible. Information will be shared only with people who need it to investigate, resolve, safeguard, manage the service or comply with legal or contractual duties.

Edjuvera may need to disclose information to a commissioning school or local authority, safeguarding authority, police, regulator, insurer, legal adviser or other body where there is a lawful basis or duty to do so.

Complaint records should include the complaint, acknowledgement, evidence considered, interviews or discussions, decisions, reasons, correspondence, remedies, actions, escalation and closure date. Safeguarding records must remain within the appropriate safeguarding record system and should not be merged indiscriminately into general complaint files.

21. Anonymous complaints

Edjuvera will consider anonymous complaints. The ability to investigate may be limited if there is insufficient information or no way to seek clarification. Anonymous concerns involving safeguarding, risk to a learner, serious misconduct, fraud, data security or another significant risk will be considered on their merits and escalated where appropriate.

22. Persistent, unreasonable or abusive behaviour

Edjuvera will not label a person as unreasonable simply because they make repeated complaints, disagree strongly with an outcome or ask difficult questions. Any restrictions will focus on behaviour and communication rather than the person.

Where all reasonable steps have been taken, the complaints procedure has been completed and substantially the same issues continue to be raised, Edjuvera may set proportionate communication arrangements. These may include a single point of contact, limits on frequency or format of contact, or a decision not to respond further to repeated points already answered.

Abusive, threatening, discriminatory or harassing behaviour towards learners, staff or tutors will not be accepted. Where there is a safety concern, Edjuvera may end a call or meeting, restrict contact methods,

seek legal advice or contact the police. Any restriction will be recorded, proportionate and reviewed where appropriate.

23. Equality, non-retaliation and reasonable adjustments

Edjuvera will handle complaints fairly and without discrimination. We will consider reasonable adjustments for disability and communication needs and will take account of the Equality Act 2010 and other applicable equality duties.

No learner will receive reduced support, less favourable treatment or any punitive response because they, their family or a professional raised a complaint in good faith. Raising a complaint will not in itself affect decisions about whether a learner is suitable for Edjuvera provision. Any service decision must be based on legitimate educational, safeguarding, contractual or operational grounds.

24. Learning from complaints and governance

Edjuvera will use complaint information to improve quality and reduce recurrence. Management will periodically review complaint themes, timeliness, outcomes, safeguarding links, equality issues and actions taken.

Where appropriate, learning may result in updated training, changes to forms or systems, revised tutor guidance, policy amendments, improved communication, additional quality assurance or changes to commissioning arrangements.

Serious complaints, recurring themes or significant risks will be escalated to senior management and, where required, to commissioners, safeguarding authorities, insurers, regulators or other bodies.

25. Record retention

Complaint records will be retained in accordance with Edjuvera's retention schedule, data protection principles, safeguarding requirements, contractual obligations and any applicable limitation periods. Records will not be kept longer than necessary without a lawful reason.

Safeguarding records, allegations records and records required by a commissioner or statutory body may require different retention periods from ordinary service complaints. Edjuvera will maintain these categories separately where appropriate.

26. Publication and review

This policy will be available on the Edjuvera website and may be supplied to families, schools, local authorities and other commissioners as part of due diligence or onboarding.

The policy will be reviewed at least annually and sooner if there is a significant change to legislation, DfE guidance, Keeping Children Safe in Education, ICO requirements, Ofsted requirements relevant to Edjuvera, Ombudsman practice, commissioning expectations or Edjuvera's operating model.

Appendix 1. Complaints process flow

1	**Concern raised**	Where suitable, resolve promptly and informally. A formal complaint can be requested at any time.
2	**Stage 1 formal complaint**	Acknowledge normally within 2 working days. Investigate. Written outcome normally within 10 working days.
3	**Stage 2 review**	Request normally within 10 working days of Stage 1. Independent or senior review. Outcome normally within 15 working days.
4	**Internal process complete**	Explain final Edjuvera position, remedies and any outstanding actions.
5	**External route if applicable**	Commissioner, LGSCO, ICO, Ofsted where relevant, SEND Tribunal, safeguarding authority, police or another appropriate route.

Appendix 2. Complaints form

This form may be completed electronically or in writing. A complainant may also provide the same information in another accessible format.

Name of complainant	
Relationship to learner / organisation (if applicable)	
Learner name (if relevant)	
Contact email / telephone	
Preferred communication method	
Date(s) of incident or issue	
People involved	
What happened?	
What impact did this have?	
What action has already been taken?	

What outcome would you like?	
Do you require any communication support or reasonable adjustment?	
Is there an immediate safeguarding concern?	
Supporting documents attached	
Signature / name	
Date	

Appendix 3. Child-friendly complaints guide

If something does not feel right, you can tell us.
You can speak to your tutor, another Edjuvera adult, our safeguarding lead, your parent or carer, or another adult you trust. You will not get into trouble for telling us about a problem.

- You can tell us if you are unhappy, worried, uncomfortable or think something is unfair.
- You can ask someone you trust to help you explain what happened.
- You can tell us by speaking, writing, emailing or using another way that helps you communicate.
- We will listen to you and take you seriously.
- If we think you or another child may not be safe, we may need to tell people whose job is to help keep children safe.
- We will explain what we can about what happens next.
- You will not lose your education or be treated badly because you spoke up.

Safeguarding contact: joke.alawode@edjuvera.co.uk

Appendix 4. Complaints register fields

- Unique complaint reference
- Date received
- Complainant type
- Learner / service reference
- Commissioner if applicable
- Complaint category
- Safeguarding link yes/no
- Data protection link yes/no
- Stage
- Investigator / reviewer
- Acknowledgement date

- Target response date
- Actual response date
- Outcome
- Remedy / action
- External escalation
- Lessons learned
- Responsible action owner
- Action completion date
- Closure date
- Retention / disposal date

Appendix 5. References and guidance

This policy was prepared with reference to the following current sources. Edjuvera should check for updates at each policy review.

- Department for Education: Best practice guidance for school complaints procedures 2020: https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019
- Department for Education: Keeping Children Safe in Education 2026: https://www.gov.uk/government/publications/keeping-children-safe-in-education--2
- Ofsted complaints procedure: https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure
- Information Commissioner's Office: How to deal with data protection complaints: https://ico.org.uk/for-organisations/how-to-deal-with-data-protection-complaints/
- Information Commissioner's Office: How to make a data protection complaint to an organisation: https://ico.org.uk/for-the-public/how-to-make-a-data-protection-complaint/
- Local Government and Social Care Ombudsman: Alternative provision decisions: https://www.lgo.org.uk/decisions/education/alternative-provision

Legal and regulatory status
DfE school complaints guidance is written for schools and is used here as a benchmark for good complaint handling. KCSIE 2026 applies directly to schools and colleges; Edjuvera follows its safeguarding principles and contractual expectations where working with them. Ofsted and Ombudsman escalation only applies where the relevant body has jurisdiction.

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General complaints: hello@edjuvera.co.uk I Safeguarding: joke.alawode@edjuvera.co.uk