

# Weston Learning Zone



## Complaints Policy

Last Reviewed: January 2026

Review Due: January 2027

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It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints' procedure. The Weston Learning Zone takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

## Supporting Documents:

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Safeguarding Policy.
- Health and Safety Policy.
- Payment and Cancellation Policy.
- Privacy Policy.

## Definitions:

For the purposes of this policy, the following descriptions are used:

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

## Raising a Concern:

A concern can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with Stephie, the owner of the Weston Learning Zone. If the issue remains unresolved, the next step is to make a formal complaint.

## Making a Complaint:

Formal complaints must be made, in writing, to Stephie (the owner of the Weston Learning Zone). We recommend that complainants use the provided Complaints Form (see Appendix 1) to ensure the efficient handling of their complaint. We will not normally investigate anonymous complaints.



Complaints must be raised within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

The complainant will receive a more effective response to the complaint if they:

- Explain the complaint in full as early as possible;
- Co-operate with the Weston Learning Zone in seeking a solution to the complaint;
- Respond promptly to requests for information or meetings or in agreeing the details of the complaint;
- Ask for assistance as needed;
- Treat all those involved in the complaint with respect;
- Refrain from publicising the details of their complaint on social media and respect confidentiality.

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

## Responding to a Complaint:

The following procedure will be utilised upon receipt of a complaint.

1. Stephie will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days.  
Within this response, Stephie will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.
2. During the investigation, Stephie will:
  - If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
  - Keep a written record of any meetings/interviews in relation to her investigation.
3. At the conclusion of her investigation, Stephie will provide a formal written response within 20 working days of the date of receipt of the complaint.  
If Stephie is unable to meet this deadline, she will provide the complainant with an update and revised response date.



The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the Weston Learning Zone will take to resolve the complaint.

If other bodies are investigating aspects of the complaint, for example the police or local authority safeguarding teams, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against the Weston Learning Zone in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## Resolving a Complaint:

At each stage in the procedure, the Weston Learning Zone wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- An explanation;
- An admission that the situation could have been handled differently or better;
- An assurance that we will try to ensure the event complained of will not recur;
- An explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made;
- An undertaking to review our policies in light of the complaint;
- An apology.



# Appendix 1: Complaints Form

Please complete and return to Stephie, who will acknowledge receipt and explain what action will be taken.

Your Name:	
Participant's Name (if relevant):	
Your Relationship to the Participant (if relevant):	
Address:	Home Phone:
	Mobile Phone:
	Email Address:
Please give details of your complaint, including whether you have spoken to anybody at the Weston Learning Zone about it.	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:

