Complaints Policy

Safeguarding is Everyone's Responsibility

We aim to work in close partnership with all parents, to meet the needs of their children. If there is any aspect of our service you are not happy with, please bring it to our attention and we will make every effort to resolve the issue initially through discussion. You can put the complaint to us verbally or, if you prefer, formally in writing or by email. Parents can also use the 'feedback' form on our website at any time which will be sent immediately to our Directors.

Procedures

- We will keep a written record of all complaints and their outcome for at least three years.
- We will keep a documentation of any phone or direct conversations with parents or other adults on file, in the office for reference.
- We will maintain confidentiality but will provide the appropriate body, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

We will record the following information:

- The name of the person making the complaint.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with Next Steps Education Ltd, you should contact your local authority using the link provided and by selecting the most relevant service:

Last reviewed:

26 November 2025 by Sarah Logan

Next review: November 2026