

THE HUB EDUCATIONAL SERVICES CIC

COMPLAINTS PROCEDURE

Reviewed and Updated for 2026

Introduction

The Hub Educational Services CIC is committed to providing high-quality education, support, and services. We recognise that, on occasion, individuals may wish to raise concerns or make complaints. This procedure ensures that all complaints are handled fairly, promptly, and in accordance with statutory guidance.

This policy complies with:

- The **Education Act 2002**
- The **Education (Independent School Standards) Regulations 2014**, Part 7
- The **Equality Act 2010**
- The **SEND Code of Practice (2015)**
- **DfE guidance on school complaints procedures**
- **DfE Alternative Provision reforms**
- **KCSIE 2024–2026** (where safeguarding concerns arise)
- **UK GDPR and Data Protection Act 2018**

The Hub aims to resolve concerns at the earliest possible stage and encourages open communication between staff, parents, carers, professionals, and members of the public.

Who Can Make a Complaint

This procedure is not limited to parents or carers. Any individual — including members of the public, professionals, or visitors — may make a complaint about any aspect of The Hub's provision, facilities, or services.

Difference Between a Concern and a Complaint

A **concern** is an expression of worry or doubt for which reassurance is sought. A **complaint** is an expression of dissatisfaction about an action taken or a lack of action.

The Hub encourages concerns to be raised informally wherever possible. Most issues can be resolved quickly without invoking formal procedures. However, we recognise that some situations require a formal response.

If a complainant feels uncomfortable raising a concern with a particular staff member, they may request to speak with another member of staff. Staff may also refer concerns to a colleague if they feel unable to deal with the matter objectively.

How to Raise a Concern or Make a Complaint

Concerns or complaints may be made:

- In person
- In writing
- By telephone
- Through a third party with appropriate consent

Concerns should be raised with one of the Directors. If unresolved, the matter progresses to a formal complaint.

Formal complaints about staff should be sent to the Directors via email:

- **vanessa@thehub-cic.co.uk**
- **Lozza150672@hotmail.com**
- **directors@thehub-cic.co.uk**

Mark all correspondence **Private and Confidential**.

A template complaint form is provided at the end of this policy. Reasonable adjustments will be made for complainants who require support, including alternative formats or assistance completing forms.

Complaints about an onsite Director should be sent to:

directors@thehub-cic.co.uk A Director will respond within **48 hours** and provide a clear outline of next steps. They have **28 days** to investigate and respond formally.

Anonymous Complaints

Anonymous complaints will not normally be investigated. However, Directors may decide to investigate if the issues raised are serious or relate to safeguarding.

Time Scales

Complaints should be raised within **three months** of the incident or final incident in a series. Complaints outside this timeframe may be considered if exceptional circumstances apply.

Complaints received outside term time are treated as received on the first day after the holiday period.

Scope of This Procedure

This procedure covers all complaints except those dealt with under other statutory processes, including:

- **SEND statutory assessments**
- **Child protection matters**
- **Exclusions**
- **Whistleblowing**
- **Staff grievances or conduct**
- **Complaints about external providers using Hub premises**
- **National Curriculum content**

Where safeguarding concerns arise, complaints are handled under The Hub's **Safeguarding and Child Protection Policy** and in accordance with **KCSIE 2024–2026**.

If external agencies (e.g., police, LA safeguarding teams, tribunals) are investigating related matters, The Hub may suspend the complaints procedure until those investigations conclude.

If legal action is initiated, The Hub may pause the complaints process.

Resolving Complaints

At each stage, The Hub aims to resolve complaints constructively. Where appropriate, we may offer:

- An explanation
- An acknowledgement that the situation could have been handled differently
- An assurance that steps will be taken to prevent recurrence
- A review of relevant policies
- An apology

Withdrawal of Complaints

Complainants wishing to withdraw a complaint should confirm this in writing.

Stage 1 – Formal Complaint to Directors

Formal complaints must be made to the Directors. Complaints may be submitted in person, by telephone, or in writing to the directors as listed on Companies house or to directors@thehub-cic.co.uk

.

The Directors will:

- Record the date of receipt
- Acknowledge the complaint within **48 hours**
- Clarify the nature of the complaint and desired outcomes
- Decide whether a face-to-face meeting is appropriate
- Investigate and respond within **28 days**

The Directors may delegate the investigation but not the final decision.

During investigation, the Directors or investigator will:

- Interview relevant individuals (with accompaniment if requested)
- Keep written records of meetings and interviews

A formal written response will be provided within **28 working days**, detailing findings, decisions, and actions.

If delayed, the complainant will receive an update and revised timeline.

The response will explain how to escalate the complaint to Stage 2.

Final Stage Meeting with Directors

If dissatisfied with Stage 1, the complainant may escalate to Stage 2 within **5 working days**.

The Directors will:

- Acknowledge the request
- Arrange a meeting within **14 working days**
- Offer three possible dates
- Proceed in the complainant's absence if dates are rejected without good reason

Complainants may bring a supporter (friend or relative). Legal representation is generally discouraged unless appropriate (e.g., staff witness involvement).

At least **5 working days** before the meeting, the Directors will:

- Confirm date, time, venue
- Request written materials

- Circulate documents **2 working days** before the meeting

Recordings are not permitted unless required due to disability and agreed by all parties.

The Directors will consider all evidence and may:

- Uphold the complaint (in whole or part)
- Dismiss the complaint (in whole or part)

If upheld, they may recommend procedural changes.

A written decision will be provided within **5 working days**, including information on contacting the Department for Education.

Next Steps

If the complainant believes The Hub acted unlawfully or unreasonably, or did not follow its complaints procedure, they may contact the **Department for Education**:

- **www.education.gov.uk/contactus**
- **0370 000 2288**
- **Piccadilly Gate, Store Street, Manchester M1 2WD**

The DfE will not normally reinvestigate the substance of complaints but will consider whether The Hub followed legislation and statutory policies.

Complaint Form

Available on request

Roles and Responsibilities

Complainant

Complainants should:

- Explain concerns fully
- Cooperate with the process
- Respond promptly
- Request support if needed
- Treat all parties respectfully
- Avoid posting complaint details on social media

Investigator

The investigator must:

- Conduct thorough, fair, transparent investigations
- Interview relevant individuals sensitively

- Keep secure records
- Analyse information objectively
- Prepare a comprehensive report

Complaints Coordinator

The coordinator must:

- Keep complainants updated
- Liaise with staff
- Manage third-party information appropriately
- Arrange additional support where needed
- Maintain accurate records

Implementation Date: 16 April 2026

Next Review: 16 April 2027