



Complaints and Compliments Policy & Procedures

Date: July 2025

Review Date: July 2027



Statement of Intent

This complaints and compliments Policy applies to a complaint, complaints or compliments towards Navigators staff, that a pupil or a parent of a pupil or a volunteer has sustained injustice in consequence of an act or omission of the SLT of the organisation or an exercise of, or failure to exercise a prescribed function of the Proprietor of the organisation. Complaints can be made by a pupil, parent, staff or volunteer – steps to do so are outlined in this policy.

It does not apply to a decision about admissions to Navigators, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal. An act is to be treated as an act of the SLT of the organisation where a person acts on behalf of the SLT or is a person to whom the SLT has delegated any functions.

An act is also to be treated as an act of the SLT if they exercise a function by arrangement with another person, and the act is done by or on behalf of the other person carrying out the arrangement. The organisation and SLT aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies:

This Complaints Policy should be read in conjunction with all other Navigators policies in force at the relevant time where an act may have been deemed an injustice relating to any such policy or practices.

How to make a complaint:



Initially, parents/carers/volunteers should seek to discuss all issues with their child's mentor.

If this is not resolved, they should put the complaint in writing to HR (address on Navigators website). If the complaint is a safeguarding concern the complaint should be sent to laura@navigators.org.uk. The complainant should receive a written response within 5 working days.

If this is still not resolved, they should put the complaint in writing to the Head of Alternative Provision (address on Navigators website - send a copy to the Local Authority) who will arrange a panel meeting. The complainant should receive a written response within 20 working days, unless in more complex cases where the complainant will receive a more realistic deadline.

All complaints will be stored in compliance with GDPR.

Roles and responsibilities:

Mentor or Team Leader:

The relevant mentor or team leader should attempt to resolve all complaints by parents or pupils involving the education and well-being of pupils in the provision.

SMT:

If the mentor or team leader is unable to resolve the complaint, SMT will communicate with parents or carers to settle the complaint.



Safeguarding Lead:

If the complaint is a safeguarding concern the Operational Safeguarding Lead will investigate the complaint and involve the relevant external bodies.

HR:

If the relevant Staff are unable to resolve the complaint, it should be put in writing to HR. HR will investigate the complaint along with the DSL to ensure both students and staff are safe. HR will also liaise with Navigators legal team to ensure the complaint is dealt with in accordance to the legal framework.

Findings and recommendations:

Findings and recommendations should be made available to the complainant and, where relevant, the person complained about.

All reports should be filed on Bright HR and CPOMS Staff Safe and kept confidential unless requested under a section 109 inspection.

Compliments and comments

Any compliment or comments should be made in writing to christine@navigators.org.uk. Navigators will always gain consent if any testimonials or compliments are used on social media or promotional marketing.