



Complaints Procedure

This Complaints procedure applies to all employees, volunteers, clients and members of the public of the BGC Education Group, including Register Recruitment and Inclusive Mentoring.

Date of Implementation: 1st April 2026

Date of Review: 1st September 2026 (reviewed annually)

At BGC Education Group, we are committed to providing specialist 1:1 Tuition, Mentoring, Staffing Solutions, Coaching and Education Guidance for a range of education settings and local authorities.

Purpose

The purpose of this policy is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the stated ethos of the provision.

At BGC Education Group we believe that every young person deserves to have an advocate. We work with schools to support staff to be the best advocate they can. We work directly with young people, through a basis of trust, to guide and advocate for them to achieve the best they can.

Policy Rationale

We value feedback from pupils, parents/carers and service commissioners. Feedback enables BGC Education Group to develop the service we offer. We actively seek the views of pupils, parents/carers and commissioners on a regular basis through daily contact and termly evaluation. There should be a straightforward system of dealing with any complaints by parents, staff, pupils or other interested parties, which is easily understood by all those involved. Listening and responding to concerns and complaints enables us to adjust and improve services and systems. Providing a formal but clear way for dissatisfaction to be expressed and taken seriously is one way in which the BGC Education Group can demonstrate its respect for its stakeholders and commissioning bodies.

We also value any positive feedback about our service.

If you have a concern



- Raise an issue with a Director.
- Raise an issue with a director. Please do not hesitate to email us at office@bgceducation.co.uk and we'll be happy to assist with any questions.

Guidelines for making a complaint Action Notes/Timescale

1. Raise the issue with...

- Unless the complaint is of a really serious nature, it is helpful if the issue/concern is first raised with the relevant member of staff.
- Staff should always be prepared to discuss worries that parents may have about their child's time with BGC Education Group.
- Taking informal concerns seriously at the earliest stage will reduce the numbers that develop to formal complaints. BGC Education Group has an 'Open Door' ethos, but it is important to remember that staff are preparing for the day ahead from 7.30am onwards. It may be necessary to ask parents/carers/clients to make an appointment via the office staff immediately. All staff should always inform their line manager within 24hrs should a complaint be made. The line manager must record any complaint in the complaint log system, within 24 hours of a complaint being made. A response to this complaint will be made within a 12-hour period of being reported.

2. Raise the issue with a Director for formal investigation.

If initial attempts to resolve the issue are unsuccessful and the person concerned remains dissatisfied then the Director is the contact point with responsibility for the operation of the complaints policy.

A Director will investigate issues as appropriate and will raise issues with relevant staff and:

- Establish what has happened and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant.
- Clarify what the complainant feels would put things right.
- Interview those involved, allowing them to be accompanied if they wish.
- Conduct interviews with an open mind and take notes.

The procedures will attempt to clarify any misunderstandings that might have occurred and create a positive atmosphere in which to discuss any outstanding issues.



The complaint form can also be used for complaints made to one of the Directors.

This process will be undertaken in no less than 12 hours.

3. Complaint heard by Complaints Panel

If the matter remains unresolved following stages 1 and 2 then the complaint will be heard by a Complaints Panel set up by a company Director.

The panel will consist of at least 3 people who were not directly involved in the matters detailed in the complaint. The Director will write to complainants setting out the timescales for setting up a Complaints Panel, for the Panel to take evidence from all parties, come to a conclusion and report to the complainants. This is likely to take 4 to 6 weeks in practice to arrange with all concerned.

The panel can:

- Dismiss the complaint in whole or in part.
- Uphold the complaint in whole or in part.
- Decide on the appropriate action to resolve the complaint.
- Recommend changes to BGC Education Group's systems and procedures to avoid problems of a similar nature recurring. The aim of the panel will be to resolve the complaint and achieve reconciliation between the complainant and BGC Education Group.

The panel chair will ensure that proceedings are as welcoming as possible and that the setting is not adversarial. When there is a panel hearing of a complaint, one panel member will be independent of the management and running of the school for example, a manager from a local authorities inclusion team.

The panel will consist of at least 3 people who were not directly involved in the matters detailed in the complaint.

Action taken by BGC Education Group as a result of the complaint

A parent/carer will be allowed to attend and allowed to be accompanied by an advocate at the panel hearing if they wish.

The panel will make findings and recommendations which will be provided to the complainant in writing.

A copy of the panel findings will be provided both to the complainant and where relevant the person complained about. The findings and recommendations will be available for inspection on the provider's premises. Written records will be kept of all complaints whether they are resolved



following a formal procedure or proceed to a panel hearing. Action taken by BGC Education Group as a result of those complaints (regardless of whether they are upheld); and correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Education & Skills act requests access to them.

Resolving Complaints

At each stage in the procedure, those considering the complaint will want to keep in mind ways in which the complaint can be resolved. Complainants should be encouraged to state what actions they feel might resolve the problem. It may be sufficient to acknowledge that the complaint is valid in whole or in part.

In addition, it may be appropriate to offer one or more of the following:

- An apology.
- An explanation.
- An admission that the situation could have been handled differently or better.
- An assurance that the event complained of will not recur.
- An explanation of the steps taken so that it will not happen again.
- An undertaking to review policies in light of the complaint.

Recording complaints

BGC Education Group will record any complaint including the progress of the complaint and the final outcome.

The member of staff (Stage 1), Director A (Stage 2), Director B (Stage 3) will ensure that the complainant and BGC Education Group have the same understanding of the outcome. The complainant will be encouraged to complete an Appendix A (Complaints & Feedback Form) but BGC Education Group will not wait for the form to be completed before treating the matter as a formal complaint. All complaints will be recorded within a complaints log system.

Time scale for the management of a complaint Stage 1 12 hours Stage 2 24 hours Stage 3 4 - 6 week.

Appendix A – Complaints form

Your Name



<u>Name of the child involved (if applicable)</u>
<u>Staff involved (if applicable)</u>
<u>Your concern/complaint</u>
<u>What you see as a suitable resolution</u>