



Catherine School of London

Complaints Policy and Procedure

Date: 15 May 2025

Review Date: Annually or as required

1. Policy Statement

At Catherine School of London, we are committed to delivering a high-quality learning experience and excellent service to all our students, staff, and stakeholders. We welcome feedback—both positive and negative—as a means of improving our services.

We take all complaints seriously and aim to resolve them promptly, fairly, and transparently. This policy outlines our commitment to handling complaints consistently and in line with regulatory expectations, including those of our awarding bodies.

2. Purpose

The purpose of this policy is to:

- Provide a clear process for making a complaint
- Ensure that complaints are investigated thoroughly and resolved fairly
- Promote accountability and continuous improvement
- Comply with the requirements of awarding bodies and regulators

3. Scope

This policy applies to:

- All learners enrolled at Catherine School of London
- Parents/guardians of learners (if applicable)
- Employers, partners, or other stakeholders engaging with the centre
- Members of the public (where relevant)

It covers complaints relating to:

- Teaching, learning, or assessment
- Customer service

- Facilities or learning resources
- Behaviour or conduct of staff or other students
- Administrative processes
- Failure to follow published procedures

It **does not** cover:

- Appeals against academic assessment decisions (see **Appeals Policy**)
 - Whistleblowing (see **Safeguarding and Whistleblowing Policy**)
 - Disciplinary matters (see **Code of Conduct/Disciplinary Policy**)
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4. Principles

Our complaints process is underpinned by the following principles:

Principle	Description
Accessibility	The process is easy to understand and open to all
Transparency	Complaints are handled fairly and consistently
Confidentiality	Complaints are treated in confidence, with only relevant parties informed
Timeliness	We aim to resolve complaints as quickly as possible
Non-retaliation	No complainant will be disadvantaged for raising a concern in good faith

5. Informal Resolution (Stage 1)

Many concerns can be resolved quickly and informally. We encourage complainants to raise issues directly with the relevant staff member or tutor in the first instance.

- The issue should be raised **as soon as possible**, ideally within **5 working days** of the event
- Staff will aim to resolve the matter within **5–10 working days**
- A written record of the informal resolution may be kept where appropriate

If the issue is not resolved informally, or the complainant is dissatisfied with the response, they may proceed to the formal complaints process.

6. Formal Complaint (Stage 2)

6.1 Submitting a Complaint

A formal complaint must be submitted in writing and should include:

- The complainant's full name and contact details
- A clear description of the issue and relevant dates

- The steps already taken to resolve the issue
- The outcome the complainant is seeking

Complaints should be submitted to:

 complaints@csl.ac

 Or in writing to: **Complaints Officer, Catherine School of London,**

6.2 Acknowledgement and Investigation

- Complaints will be acknowledged within **3 working days**
 - A senior staff member or designated **Complaints Officer** will investigate the issue
 - The investigation may involve interviews, evidence review, and consultations with relevant staff
 - A written response will be provided within **15 working days** of acknowledgement (or an update if more time is required)
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7. Appeal (Stage 3)

If the complainant is not satisfied with the outcome of the formal complaint, they may appeal the decision.

7.1 Grounds for Appeal

An appeal may be made on the basis of:

- A failure to follow the complaints procedure
- New evidence not previously considered
- The decision being unreasonable or disproportionate

7.2 Submitting an Appeal

Appeals must be submitted in writing within **10 working days** of receiving the outcome. Appeals should be addressed to:

 appeals@csl.ac

 **Appeals Panel, Catherine School of London**

The appeal will be reviewed by a panel not previously involved in the complaint.

- A final decision will be issued within **15 working days** of receipt
 - The outcome of this stage is final within the centre's internal process
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8. Escalation to Awarding Body or Regulator

If the complainant is still not satisfied after exhausting the centre's process, they may escalate the complaint to the relevant awarding organisation or regulatory body (**Ofqual** or other).

Details of the awarding body's complaints procedure will be provided on request or can be found on the awarding body's website.

9. Record Keeping

We will maintain a secure record of all formal complaints, investigations, outcomes, and related correspondence for a minimum of **3 years** (or as required by the awarding body).

Records will be held in accordance with our **Data Protection Policy**.

10. Monitoring and Review

- Complaints are reviewed regularly to identify patterns and areas for improvement
 - The Senior Leadership Team reviews complaint outcomes annually as part of quality assurance
 - This policy will be reviewed **annually** or sooner if required
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11. Policy Approval

This policy is approved by:

Tahir Khan / Director

Date: 15 May 2025