Meadow Pathways Wellbeing and Education Cornwall (MPWEC)  
  
  
  
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EOTAS   
Complaints Policy

*Responsibility to update:* Zoe Waitz and Michelle Pascoe

*Applies to:* All staff, contractors, volunteers and visiting professionals working with children and young people (CYP) engaged in Meadow Pathways EOTAS packages (including tuition in homes, community venues and online).

  
  
Version No: 1

Date: September 2025

Review Date: September 2026

# 1. Policy Statement

Meadow Pathways Education is committed to providing high-quality educational support and care. We recognise that, occasionally, individuals may wish to raise concerns or make a complaint. We take all concerns seriously and aim to resolve issues at the earliest possible stage.

# 2. Scope

This policy applies to all complaints from service users (children, parents/carers), professionals, or the public relating to the services provided by Meadow Pathways Education. This includes complaints about teaching and learning, administration, and behaviour management.

# 3. Guiding Principles

This policy follows best practice from the Department for Education's ‘Best Practice Advice for School Complaints Procedures 2024’ where applicable to alternative provision. It complies with the Equality Act 2010 and the Children and Families Act 2014.

# 4. Complaints Procedure

*Stage 1: Informal Resolution*

In the first instance, concerns should be raised informally to either of the Directors (Michelle Pascoe and Zoe Waitz). We aim to resolve concerns quickly and effectively through open dialogue.

*Stage 2: Formal Complaint*

If the issue is not resolved informally, a formal written complaint should be submitted to the Directors. Acknowledgement will be given within 5 working days and a written response will be provided within 15 working days.

*Stage 3: Panel Hearing*

If the complainant is not satisfied with the outcome of the formal complaint, they may request a panel hearing. Given that only the two directors are currently in post, an independent professional—unconnected to the matter and not employed by MPWEC—will be invited to join the panel to ensure impartiality. The outcome of the panel hearing will be shared in writing within 10 working days.

# 5. Record Keeping

Complaints will be recorded securely and retained in line with our data protection obligations. We will maintain a log of complaints and their outcomes for quality assurance and learning purposes.

# 6. Escalation to the Local Authority or Other Bodies

If a complaint remains unresolved, it may be escalated to the commissioning local authority. Complainants may also refer serious concerns to Ofsted or the Local Government and Social Care Ombudsman (LGSCO), particularly if they believe a child’s welfare or education is at risk.

# 7. Monitoring and Review

This policy will be reviewed annually or earlier if required due to changes in legislation or guidance. Responsibility for reviewing this policy lies with the Directors.