Complaints Policy

Meadow Pathways Well-Being and Education Cornwall  
Directors: Zoe Waitz and Michelle Pascoe

Date of Issue: 02 May 2025  
Review Date: 02 May 2026

# 1. Policy Statement

Meadow Pathways Well-Being and Education Cornwall 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 Well-Being and Education Cornwall. This includes complaints about teaching and learning, administration, and behaviour management. Complaints about safeguarding should be directed through our Safeguarding Policy.

# 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 with a staff member or senior leader. 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 of Meadow Pathways Well-Being and Education Cornwall. 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, they may request a panel hearing. The panel will include at least one person not directly involved in the matters detailed in the complaint. The outcome of the panel will be shared in writing within 10 working days of the hearing.

# 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.