

Public Complaints Policy (Parent & Carer)

Beyond Limits Learning & Wellbeing Ltd

Complaints Policy

1. Introduction

At Beyond Limits Learning & Wellbeing, we are committed to working in partnership with parents, carers, schools and professionals. Most concerns can be resolved quickly and informally through open communication. This policy explains how you can raise a concern or complaint and how we will respond.

2. Informal Resolution

If you have a concern, please speak with your child's Learning Manager in the first instance. We aim to resolve concerns within five working days.

Learning Manager: *Chris Rossington*

Email: chrisr@beyondlimitslearning.co.uk

Phone: 07883 781821

3. Formal Complaint (Stage 1)

If your concern cannot be resolved informally, please submit a written complaint to the Director.

Email: simon@beyondlimitslearning.co.uk

Please include:

- what the concern is
- any steps already taken
- what outcome you are seeking

Your complaint will be acknowledged within three working days and investigated promptly. A written response will be provided within ten working days.

4. Formal Complaint (Stage 2)

If you remain dissatisfied after Stage 1, you may request a review. This will be completed by a senior member of staff not previously involved.

5. Escalation to Commissioners or Local Authority

If your young person is funded through the Local Authority, you may contact your LA caseworker if you feel the matter has not been resolved appropriately.

6. Safeguarding Concerns

If your concern relates to the safety or wellbeing of a child, please contact the Designated Safeguarding Lead immediately:

DSL: *Simon Agius*

Email: simon@beyondlimitslearning.co.uk

Phone: 07827 580781

You may also contact Children's Social Care directly if necessary.

7. Our Commitment

We will:

- treat all complaints seriously
- investigate thoroughly and fairly
- communicate clearly and in a timely way
- use feedback to improve our provision

We value your input and appreciate the opportunity to resolve concerns constructively.

Approved By

Simon Agius

Director

01/09/2025