ACTIVE SUPPORT
INSPIRING LIVES THROUGH EDUCATION

Complaints And Allegations Policy

Valid From	Review Date	Approved by
01.11.2026	01.11.2027	Matt Ford & Shahed Koyes

Active Support Education Centre is a registered independent school supporting learners aged between 11 and 16 years old in Luton and Bedfordshire. We are committed to making it our mission to promote resilience and positive wellbeing for all our pupils and staff. We understand Wellbeing as state of being comfortable, healthy and happy. We will drive the message forward, to ensure that mental health is 'everyone's business' across the whole school community.

We will strive to create an environment that has a whole school approach, in providing excellent mental health support, understanding and intervention. We will put Wellbeing at the heart of our school to ensure successful learning and commit to our policies reflecting this.

1. Aims

1.1 To cover all activities carried out by Active Support.
1.2 To resolve grievances, complaints and concerns as quickly as possible for all parties concerned. To apply common sense and judgement when dealing with allegations.

2. Objectives

Active Support have a duty of care to their employees.

2.1 To promote and maintain quality environments for all.
2.2 To ensure quality experiences on all learning programmes.
2.3 To have clear procedures for reporting and dealing with allegations and complaints, as set out in KCSIE 2026.
2.4 To settle grievances, discrimination and/or harassment concerns.

3. Principles

3.1 Active Support welcomes feedback on any aspects of the individuals experience and will listen to the individual's comments, concerns and complaints. All feedback will be kept confidential.
3.2 Active Support is committed to providing a quality environment for all users of their facilities which means that Active Support strives to continually improve all its learner programmes and will endeavor to keep up to date with changes in the law.

3.3 No individuals will receive unfair or unlawful treatment due to age, disability, ethnicity, sexual orientation, religion or gender.

3.4 All individuals have a right to make a complaint and know that it will be dealt with promptly and fairly.

3.5 Any complaint of discrimination/harassment will be treated seriously and with confidentiality.

3.6 All steps will be taken to maintain confidentiality as far as is consistent with processing the complaint.

3.7 On occasions, complaints may be received by Active Support about accredited courses/workshops run by Active Support.

4. Awarding Bodies Complaint Procedure

4.1 All complaints need to follow the complaints and appeals procedure (Appendix 1).

4.2 All stages must be completed, where necessary in writing by the individual or by an individual on behalf of the individual.

4.3 All learners must be made aware of the complaints and appeals procedure.

4.4 On occasions, complainants may wish to take their complaint to the referring agency. Where this is the case, the appropriate contact within referring agency will be provided.

4.5 Where complaints are received after a programme or course has been completed, contact should be made with the complainant and wherever possible, the complaint talked through on the telephone or in-person.

4.6 The Centre Manager/Co-Headteachers/Exams Officer, should also be informed where a formal complaint is made against an individual delivering a programme on behalf of Active Support, the procedure outlined in this policy must be used (Refer to Complaints for Exams Policy).

5. Managing Allegations, Complaints and Concerns against Staff

5.1 Any allegation or complaint **(an allegation is a claim by a party in pleading charge or defence. Until it can be proved, allegations remain merely assertions),** made against a member of staff will be dealt with fairly, quickly and consistently in a way that provides effective protection for the learner and or other staff, at the same time supports the person who is subjected to the allegation. A complaint is (**A complaint is something that is unsatisfactory or unacceptable, a grievance, accusation or criticism)**.

5.2 Active Support follows the procedures as set out in the Complaints and Allegations policy, the Employee Handbook and as recommended by the Local Safeguarding Children's Board and as recommended in KCSIE 2026.

5.2.1 All concerns, allegations or offences relating to staff should be reported to the DSL or deputy DSL or Governors who will immediately refer the matter to the Local Authority Designated Officer (LADO). An allegation directed at the DSL or Deputy DSL (Directors) should be reported immediately to the Chair of the Governors. Sujel Miah. Where staff cannot resolve issues with other staff or managers, the procedures set out in the Employee Handbook will be followed. All staff concerns will be investigated fully and reported back to all parties concerned.

5.3 The following definitions should be used when determining the outcome of allegation investigations.

- Substantiated: there is sufficient evidence to prove the allegation.
- Malicious: there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive.
- False: there is sufficient evidence to disprove the allegation
- Unsubstantiated: there is insufficient evidence to either prove or disprove the allegation. The term therefore, does not imply guilt or innocence.

6. Complaints or Concerns Expressed by Learners

6.1 Active Support recognises that listening to learners is important and an essential part of safeguarding them against abuse and neglect. Any expression of dissatisfaction or disquiet in relation to an individual learner or to a learner from a learner, will be listened to and acted upon in order to safeguard his/her welfare.
(A complaint is something that is unsatisfactory or unacceptable, a grievance, accusation or criticism).

6.2 We will also seek to ensure that the learner who makes a complaint is informed about any action made, and also the length of time that it will require to solve the complaint.

7. Staff Responsibility

7.1 All individuals involved with the learning programmes e.g., staff, employers, Consultants and learners.

7.2 The Head Teachers have overall and final responsibility for all matters relating to complaints.

7.3 The day-to-day management of Active Supports Complaints Policy is delegated to the Centre Manager and Exams Officer who will ensure that: -

7.3.1 Adequate resources are made available to implement this policy.

7.3.2. Adequate arrangements are made to bring this policy to the notice of staff, individuals, learners, sub-contractors and visitors.

7.3.3. All staff complaints/concerns will be dealt with in accordance with the Employee Handbook procedures.

7.3.4 To ensure that all complaints/concerns are recorded and analysed so that recommendations can be made to ensure better practices. That these findings and recommendations are available for inspection on the school premises by all concerned, the proprietor and the Head Teachers.

8. Monitoring and Evaluation:

All complaints/allegations are taken very seriously by the Head Teachers and Governors. They will ensure that all complaints and concerns are acted upon immediately and used for improving systems and procedures within Active Support.

This policy is liable to an annual assessment and approval by the Head Teachers.

CONTACT DETAILS:

Chair: Sujel Miah	**(Email: sujel_miah@hotmail.com)**
Director - Head Teacher:	**Matthew Ford 01582 256040/ 07790592316**
Director - Head Teacher:	**Shahed Koyes 01582 256040/ 07957274340**
Local Authority D.S.O. (LADO):	**01582 548069**

Appendix 1

PROCEDURE FOR COMPLAINTS AND ALLEGATIONS

Stage 1: Discuss your concerns with your child's Keyworker or other relevant member of staff (which may be the Centre Manager). This will usually resolve the issue.

→ The member of staff concerned will deal with your issues or make sure you have the information you need if you feel you want to take the matter further.

If you are not satisfied with the response →

Stage 2: Complain to the Centre Manager either verbally or in writing.

→ Your complaint will be acknowledged and a meeting held within 5 school days with a full written response within 20 school days.

If you are not satisfied with the Centre Manager's response →

Stage 3: Complain to the Headteachers in writing.

→ Your complaint will be acknowledged within 7 school days with a full response within 20 school days.

If the complaint remains unresolved →

Stage 4: Write to the Chair of the Governors requesting that your complaint be heard by a complaints governors of (3) made up of members not directly involved.

→ The complaints governors will include one member who is independent of the management and running of the school. They will meet within 10 school days of receipt of your letter. The governor's decision is final and you will be told of its findings within 5 school days of the hearing. Parent/carers will have the opportunity to be accompanied and attend the panel hearing if they so wish.

If you feel your complaint has not been dealt with properly →

Stage 5: Write to the Council Children & Learning Department complaints officer, giving evidence that the school did not follow its compalints procedure.

→ The complaints officer will acknowledge your letter within 3 working days and tell you what will be done. The department can only investigate

inappropriate procedure, not re-visit the complaint itself. A response will be made within 10 working days.

If you are not satisfied with the response →

Stage 6: Write to the Secretary of State for Education and Skills, or the Local Government Ombudsman.

The Secretary of State may intervene if a governing body or a Council has not carried out a statutory duty or has acted unreasonably. The Ombudsman only investigates issues of maladministration.

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Flowchart for the initial management of allegations or complaints about staff or volunteers

