



# SENtre COMPLAINTS POLICY

## Abstract

This policy details the processes and procedures for making a complaint  
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# Complaints Policy

## Introduction

This Complaints Policy sets out how concerns and complaints are handled fairly, transparently, and in line with Department for Education expectations for Alternative Provision (AP-style) settings. SENtre is committed to working in partnership with parents, carers, pupils, and placing bodies to ensure high standards of care, education, and safeguarding.

## 1. Scope and Principles

This policy applies to all aspects of SENtre's provision, including education, behaviour, safeguarding, staff conduct, and operational matters. Complaints are handled promptly, objectively, and without discrimination. No individual will be treated unfavourably as a result of raising a concern or complaint.

## 2. Legal and Statutory Context

This policy reflects expectations set out in Department for Education guidance, including Behaviour in Schools (2024), Alternative Provision guidance, the Equality Act 2010, and safeguarding legislation. While SENtre is not a maintained school, it operates to school-level standards of transparency and fairness.

## 3. Informal Resolution (Stage One)

Most concerns can be resolved quickly through informal discussion. Parents or carers are encouraged to raise concerns initially with the member of staff involved or the Manager. SENtre will aim to resolve informal concerns promptly and sensitively.

## 4. Formal Complaint (Stage Two)

If a concern cannot be resolved informally, a formal complaint may be made in writing to the Manager. The complaint will be acknowledged within three working days. An investigation will be carried out, and a written response provided within **fourteen working days**, outlining findings and any actions taken.

## 5. Escalation and Review (Stage Three)

If the complainant remains dissatisfied, they may request a review by the Registered Person or Director. This review will consider whether procedures were followed correctly and whether the outcome was reasonable. A written response will be provided within **fourteen working days** of the request.

## 6. Complaints Relating to Safeguarding or Staff Conduct

Any complaint involving safeguarding concerns will be managed in line with SENtre's Safeguarding Policy. Allegations against staff may be referred to the Local Authority Designated Officer (LADO). Where a criminal offence may have been committed, the police will be informed.

## **7. Behaviour, Suspension, and Placement Decisions**

Complaints relating to behaviour management, temporary suspension of sessions, or placement decisions will be considered in line with SENtre's Behaviour Management Policy. SENtre recognises the need for fairness, proportionality, and reasonable adjustments when reviewing such decisions.

## **8. Records and Confidentiality**

All complaints and outcomes are recorded and retained for a minimum of three years. Records are handled confidentially and in accordance with data protection legislation. Due to safeguarding and privacy requirements, CCTV footage cannot be viewed by parents or carers.

## **9. Ofsted and External Complaints**

Parents or carers may raise concerns directly with Ofsted at any stage. Ofsted will consider and investigate complaints where appropriate.

Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Telephone: 0300 123 1231  
Complaints: 0300 123 4666

Parents may like to view for further information

<https://www.parentfrendlyschools.org/p/school-guide-to-parent-complaints>

## **10. Policy Review**

This policy is reviewed annually or sooner if there are changes to legislation, guidance, or the nature of the provision.

Adopted by: SENtre Leadership  
Date: 23/10/2025  
Review date: 23/10/2026