GHL Complaints Policy

1. Statement of Intent

Greenhouse Learning is committed to providing a high-quality tuition service and to dealing with concerns and complaints fairly, transparently and in a timely manner. We recognise that concerns and complaints provide valuable feedback and an opportunity to improve our services.

This policy aims to ensure that complaints are handled in line with relevant legislation and statutory guidance, including but not limited to:

- Education Act 2002
- Education and Inspections Act 2006
- The Children Act 1989 and 2004
- Working Together to Safeguard Children (statutory guidance)
- Keeping Children Safe in Education (KCSIE)
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR

2. Definitions

Concern

A concern is defined as:

"An expression of worry or doubt over an issue considered to be important for which reassurances are sought."

Complaint

A complaint is defined as:

"An expression of dissatisfaction, however made, about actions taken or a lack of action."

3. General Principles

- Greenhouse Learning encourages the early and informal resolution of concerns wherever possible
- All concerns and complaints will be taken seriously and handled respectfully
- Complainants will not be treated adversely as a result of raising a concern or complaint

- Complaints will be handled confidentially, in line with data protection legislation
- Appropriate records will be kept of all complaints and outcomes

4. How to Raise a Concern or Make a Complaint

A concern or complaint may be made:

- In person
- By telephone
- In writing (including email)

Concerns or complaints should be raised within 30 days of the issue arising and directed to the relevant Greenhouse Learning office.

To support accessibility and consistency, a template complaint form is available at the end of this procedure; however, its use is optional.

5. Scope of the Complaints Procedure

This procedure applies to complaints about the provision of tuition or services provided by Greenhouse Learning, except where alternative statutory procedures apply.

5.1 Exceptions

Exception	How it is handled
Child protection or safeguarding concerns	Managed under the Safeguarding and Child Protection Policy. Serious concerns may be referred to the Local Authority Designated Officer (LADO).
Whistleblowing	Managed under the internal Whistleblowing Policy.
National Curriculum content	Complaints should be directed to the Department for Education: www.education.gov.uk/contactus

6. Resolving Complaints

At all stages of the procedure, Greenhouse Learning will seek to resolve complaints constructively and proportionately. Where appropriate, outcomes may include:

- An explanation of events
- An acknowledgement that the situation could have been handled differently

- An assurance that steps will be taken to prevent recurrence
- Details of actions taken or planned, including timescales
- A review of relevant policies or procedures
- An apology where appropriate

7. Withdrawal of a Complaint

If a complainant wishes to withdraw their complaint, Greenhouse Learning will request written confirmation for record-keeping purposes.

8. Complaints Procedure

Stage 1 – Formal Investigation

- The Greenhouse Learning office will record the date the complaint is received
- Written acknowledgement will be issued within 5 working days (by email or letter)
- The acknowledgement will seek to clarify:
    - The nature of the complaint
    - Any unresolved issues
    - The outcome sought by the complainant

During the investigation, Greenhouse Learning may:

- Interview relevant parties, who may be accompanied if they wish
- Maintain written records of meetings, interviews and evidence

A formal written response will be issued within 15 working days of receipt of the complaint. If this timescale cannot be met, the complainant will be informed of the reason for delay and provided with a revised response date.

The response will include:

- Details of how the complaint was investigated
- The decision reached and the reasons for it
- Any actions to be taken to resolve the complaint
- Information on how to escalate the complaint to Stage 2 if dissatisfied

Stage 2 – Review Meeting (Final Stage)

If the complainant remains dissatisfied following Stage 1, they may request escalation to Stage 2, which involves a meeting with Greenhouse Learning.

- Requests must be made within 5 working days of receipt of the Stage 1 response
- Requests outside this timeframe will only be considered in exceptional circumstances
- Receipt of the request will be acknowledged in writing within 5 working days
- A meeting will normally be convened within 10 working days of receipt of the Stage 2 request

Following the meeting, Greenhouse Learning will provide a full written response within 5 working days, outlining:

- The final decision
- The reasons for the decision
- Any actions to be taken

The Stage 2 response represents the conclusion of Greenhouse Learning's internal complaints procedure. The complainant will be advised of how to escalate the matter to Greenhouse Learning Head Office should they remain dissatisfied.

9. Record Keeping and Monitoring

- Records of complaints will be retained securely and in accordance with data protection requirements
- Complaint outcomes will be monitored to identify trends and inform service improvement

10. Policy Review

This Complaints Policy will be reviewed regularly and updated in line with legislative or operational changes.

Written and approved on behalf of Greenhouse Learning by:

Name (Printed): Chin Hui Tan

Chin Tan Greenhouse Learning

Signature:

Date: 14 August 2023

Procedure last reviewed: 30 Sept 2026

Next review date: 30 Sept 2027