INCLUSIVE LEARNING SUPPORT (ILS)

COMPLAINTS HANDLING POLICY

Version: 1.0

Organisation: Inclusive Learning Support (ILS)
Registered Office: Aylesham, Kent
Email: Info@ils-kent.co.uk

Approved By: Director
Effective Date: September 2026
Review: Annually
Review Date: September 2027
Status: Approved / Current

1. Our Commitment

Inclusive Learning Support (ILS) is committed to providing high-quality, inclusive and compassionate support to children, young people, families, schools and partner agencies.

We value feedback and recognise that complaints can provide an important opportunity to learn, improve our services and strengthen the support we provide.

ILS aims to manage concerns and complaints **quickly, fairly, respectfully and transparently**.

This policy explains how parents, carers, children and young people, schools, professionals and other members of the public can raise a concern or complaint about an ILS service.

2. Who Can Make a Complaint?

A complaint may be made by:

- Parents and carers
- Children and young people, where appropriate
- Schools and educational settings
- Local Authorities
- Professionals working with ILS
- Members of the public
- Staff, volunteers and contractors

Where appropriate, ILS will support children and young people to express their concerns in a way that is suitable for their age, communication needs and circumstances.

3. What Does This Policy Cover?

This policy applies to concerns and complaints relating to ILS services, including:

- SEND support
- Outreach services
- Home education support
- Alternative provision
- Emotional wellbeing support
- Educational mentoring
- Consultancy and training
- Other services delivered by ILS

4. Our Approach to Complaints

ILS will:

- Treat everyone with dignity and respect.
- Listen carefully to concerns.
- Respond promptly and professionally.
- Investigate complaints fairly and objectively.
- Keep complainants appropriately informed.
- Consider safeguarding implications where relevant.
- Maintain confidentiality in accordance with applicable data protection requirements.
- Take appropriate action where concerns are substantiated.
- Learn from complaints and use feedback to improve our services.
- Ensure that no person is disadvantaged for raising a genuine concern or complaint.

5. Raising a Concern Informally

Many concerns can be resolved quickly through an informal conversation with the member of staff involved.

Concerns can be raised:

- In person
- By telephone
- By email
- In writing

Where possible, concerns should be raised within **three months of the issue occurring**.

However, ILS will consider concerns raised outside this period where there is a reasonable explanation for the delay or where the nature of the concern means that it is appropriate to do so.

Where a concern cannot be resolved informally, a formal complaint can be made.

6. Making a Formal Complaint

A formal complaint should provide enough information for ILS to understand and investigate the concern.

Where possible, please include:

- Your name and contact details
- The name of the child or young person, where applicable
- A clear description of the complaint
- Relevant dates or times
- The names of relevant staff members, where known
- Any supporting information or evidence
- The outcome or resolution you are seeking

Complaints should be sent to:

Director
Inclusive Learning Support (ILS)

Email: [Insert ILS complaints email]
Telephone: [Insert telephone number]

Postal Address:
[Insert registered/business address]

7. Our Complaints Procedure

Stage One – Acknowledgement

ILS will normally acknowledge a formal complaint within **five working days**.

The acknowledgement will explain:

- That the complaint has been received
- How the complaint will be investigated

- Who will be responsible for handling the complaint
- The expected timescale
- How the complainant can provide further information if required

A named contact will be provided where appropriate.

Stage Two – Investigation

The Director or a nominated manager will investigate the complaint fairly and objectively.

The investigation may include:

- Reviewing relevant records and evidence
- Speaking with relevant staff
- Considering information provided by the complainant
- Reviewing relevant ILS policies and procedures
- Considering whether safeguarding procedures need to be followed
- Seeking additional information where necessary

ILS will normally aim to complete the investigation within **20 working days**.

If more time is required because of the complexity of the complaint or other circumstances, the complainant will be informed and provided with an updated timescale.

Stage Three – Outcome

At the conclusion of the investigation, ILS will provide a written response where appropriate.

The response will normally explain:

- The findings of the investigation
- The decision reached
- Any actions taken or proposed
- Any lessons identified
- Information about further escalation where appropriate

Possible outcomes may include:

- Complaint upheld
- Complaint partially upheld
- Complaint not upheld
- Informal resolution agreed

8. Complaints Involving Children and Young People

ILS recognises that children and young people have the right to express concerns about services that affect them.

We will seek to ensure that children and young people are:

- Listened to carefully
- Communicated with in an age-appropriate manner
- Supported to express their views
- Given appropriate assistance throughout the complaints process
- Treated with dignity and respect
- Kept informed where appropriate

The welfare and best interests of the child or young person will remain an important consideration throughout the process.

9. Safeguarding Concerns

If a complaint includes concerns about the **safety or welfare of a child or young person**, safeguarding procedures will take priority.

Information may be shared with relevant agencies or authorities where this is necessary to safeguard a child or young person or where disclosure is otherwise required or permitted by law.

Safeguarding concerns will not be treated simply as ordinary complaints where a safeguarding response is required.

10. Confidentiality and Data Protection

ILS will handle complaint information responsibly and securely.

Complaint records will be:

- Kept confidential wherever appropriate
- Stored securely
- Accessed only by those who need the information
- Shared only where necessary and lawful
- Managed in accordance with applicable UK data protection requirements, including the UK GDPR and Data Protection Act 2018

There may be circumstances where information must be shared without consent, particularly where safeguarding or legal requirements apply.

11. Anonymous Complaints

ILS will consider anonymous complaints where sufficient information is provided to enable appropriate consideration or investigation.

However, anonymous complaints may be more difficult to investigate, particularly where further information or clarification is required.

Where the complainant's identity is known, ILS will normally communicate the outcome with them, subject to confidentiality and legal requirements.

12. Unreasonable or Abusive Complaints

ILS recognises that people may become frustrated when raising concerns.

We will seek to distinguish between genuine complaints and behaviour that is intentionally abusive, threatening, discriminatory or repeatedly unreasonable.

Where necessary, ILS may take proportionate steps to manage unreasonable or abusive behaviour while continuing to ensure that genuine concerns are considered fairly.

No complaint will be dismissed simply because it is difficult or critical of ILS.

13. Learning From Complaints

ILS will use complaints and feedback as an opportunity for continuous improvement.

Where appropriate, complaints may identify:

- Training needs
- Service improvements
- Policy or procedure changes
- Risk management actions
- Communication improvements
- Opportunities to improve outcomes for children, young people and families

The purpose of learning from complaints is to improve the quality, safety and effectiveness of ILS services.

14. Complaints Records

ILS will maintain appropriate records of complaints.

Records may include:

- Date received
- Complainant
- Nature of the complaint
- Relevant information and evidence
- Actions taken
- Outcome
- Date closed

Records will be retained securely in accordance with the ILS Data Retention Schedule and applicable data protection requirements.

15. Equality and Accessibility

ILS is committed to ensuring that everyone can access the complaints process.

Reasonable adjustments will be considered where required.

These may include:

- Easy Read information
- Large-print documents
- Alternative communication methods
- Support with communication
- Translation or interpretation support where appropriate

If you require an adjustment to help you make or participate in a complaint, please let us know.

16. Monitoring and Review

The Director will review complaints periodically and formally review this policy at least annually.

Reviews will consider:

- Complaint trends
- Outcomes
- Recurring concerns
- Service improvements
- Training requirements

- Policy and procedural changes
- Compliance with relevant legislation and good practice

Contact Us

Inclusive Learning Support (ILS)

Director: Neo Matsoso-Ndlovu
Email: info@ils-kent.co.uk
Telephone: 01304897112

APPROVAL

Approved by: Neo Matsoso-Ndlovu

Position: Director

Signature: NMN

Date: 09/09/2026

Next Review Date: September 2027

Inclusive Learning Support (ILS)
Committed to listening, learning and improving the support we provide.