



Progression 2Work Ltd Complaints Procedure Policy
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Progression 2Work Limited Complaints Handling Policy

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Our complaints policy

We are committed to providing a high-quality service to everyone. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

This procedure applies to complaints made by parents, carers, pupils (where appropriate), commissioners, Local Authority, members of public and any other individual who has a legitimate concern regarding the services provided by Progression 2Work.

If you have a complaint, please contact us initially with the details by telephone, where we will endeavour to resolve the complaint there and then, if we are unable to do this or you are dissatisfied with the outcome you may then submit a formal complaint in. We will give an initial response within 24 hours to consider your complaint. We aim to resolve the complaint within 5 working days.

Complaints Outside the Scope of this Procedure

This procedure does not apply to matters where there are separate statutory or organisational procedures in place. These include, but are not limited to:

- safeguarding or child protection concerns, which will be managed in accordance with the Safeguarding and Child Protection Policy;

- whistleblowing concerns raised by employees, which will be managed under the Whistleblowing Policy;
- staff grievances or disciplinary matters, which will be managed under the relevant HR procedures;
- matters that are subject to legal proceedings or have already been determined by a court or tribunal.

Where a complaint falls outside the scope of this procedure, the complainant will be advised of the appropriate process to follow wherever reasonably practicable.

Accessibility

Progression 2Work is committed to ensuring that this complaints procedure is accessible to all. Where a complainant requires reasonable adjustments to enable them to access or participate in the complaints process, these will be considered and implemented where reasonably practicable.

This may include providing information in an alternative format, arranging an interpreter or advocate, allowing additional time where appropriate, or making other reasonable adjustments to support effective communication.

What will happen next?

1. We will send you an acknowledgement of your complaint within 24 hours of receiving it.
2. A member of Progression 2Works senior leadership team will then fully investigate your complaint. This will normally involve passing your complaint to our board of Directors, who will review your matter file and speak to the member of staff who acted for you.
3. A member of Progression 2Works senior leadership team will then contact you to discuss the findings and hopefully resolve the issue of the complaint. This will be within **5 working days**.

4. If both parties are in agreement with any resolution within (paragraph 3) a member of the senior leadership team will write to you confirming the agreed resolution within **3 working days**.
5. If the complaint remains unresolved, the complainant may request that it is considered by a complaints panel.
The complainant may attend the hearing and be accompanied by a friend, relative or other representative if they wish.
The panel will consist of at least three individuals who have not been directly involved in the matters detailed in the complaint. At least one panel member will be independent of the management and running of the school, in accordance with the Education (Independent School Standards) Regulations 2014.
The panel will consider all the evidence presented, allow both parties the opportunity to explain their position and determine whether the complaint should be upheld, partially upheld or not upheld. The hearing will normally take place within **7 working days** of the request being received, unless an alternative date is agreed with the complainant.
6. The complainant will receive a written decision setting out the panel's findings, the reasons for its decision and any recommendations or actions to be taken. This will normally be provided within **5 working days** of the panel hearing.
7. Progression 2Work will maintain a written record of all formal complaints, whether they are resolved following the formal procedure or proceed to a panel hearing, together with any action taken by the organisation as a result of the complaint (regardless of whether the complaint is upheld).

All correspondence, statements and records relating to individual complaints will be treated as confidential and retained in accordance with the Data Protection Act 2018, UK GDPR and the organisation's Data Protection Policy and Data Retention Schedule.

Complaint records will only be disclosed where required by law, to appropriate regulatory or inspection bodies, or where it is otherwise lawful and appropriate to do so.

8. Correspondence

Any correspondence should always be posted in sealed envelopes marked 'Confidential', with the recipient's name written clearly on it. If there is any data protection breach, disciplinary action will be applied.