

MIAG



Complaints Policy

Ratified by Chair of Govs:

Signed by .....

Date .....

Purpose:

MIAG (Meeting Individual Aspirations & Goals) is committed to providing a high-quality, person-centred education and support experience. This policy outlines how learners, parents, carers, and professionals can raise concerns or complaints, and how MIAG will respond in a fair, consistent, and timely manner.

Policy Statement:

MIAG values feedback—positive and negative—as part of our commitment to continuous improvement. Complaints will be dealt with:

- ↳ Respectfully and without prejudice
 - ↳ Promptly and clearly
 - ↳ In line with safeguarding and confidentiality principles
 - ↳ In accordance with the needs of our learners with SEMH and SEND
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Scope:

This policy applies to complaints raised by:

- ↳ Learners
- ↳ Parents or carers
- ↳ Professionals and external stakeholders
- ↳ Members of the public

Note: Complaints from staff are covered under the Staff Grievance Policy.

Definitions:

- ↳ **Concern:** An informal expression of dissatisfaction that can be resolved quickly
 - ↳ **Complaint:** A formal issue requiring investigation and written response
 - ↳ **Safeguarding Concern:** Must be escalated immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL
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Roles and Responsibilities:

Role:	Responsibility:
Chief Operating Officer	Oversight of complaints and policy compliance
Operations Manager	Oversight of staff and compliance with policies
All Staff	Responding to concerns professionally and escalating where needed; undertaken complaints training
Complaints Panel	Reviewing Stage 3 complaints with impartiality

Complaints Procedure:

Stage 1 – Informal Resolution

- 👉 Raise concerns with a relevant staff member as soon as possible
- 👉 MIAG aims to resolve informally within 5 working days
- 👉 Outcomes may include: apology, clarification, minor changes or meetings

Stage 2 – Formal Complaint

- 👉 If unresolved, submit a formal complaint in writing to the ALP Centre Manager
- 👉 Use the MIAG Complaint Form (available on request or website)
- 👉 Acknowledgement within 3 working days
- 👉 Full written response within 10 working days following investigation

Stage 3 – Panel Review

- 👉 If dissatisfied with the Stage 2 outcome, request a review within 10 days
- 👉 A complaints panel will convene (including at least one independent member)
- 👉 Panel reviews documentation and may meet the complainant
- 👉 Final written outcome provided within 10 working days of the panel

Support and Accessibility:

MIAG recognises the **diverse needs and circumstances** of our learners and families and is committed to ensuring our processes are accessible, inclusive and supportive.

- 👉 We will offer **support with completing complaints forms**, or accept **verbal feedback** where this is more appropriate

- 👉 **Advocacy, interpretation or translation services** can be arranged on request
- 👉 **Parents/carers are welcome to bring a support person** to any meetings with MIAG, including:
 - A family member
 - A friend
 - Another trusted individual or advocate
- 👉 We will make **reasonable adjustments** to meeting arrangements where needed to support effective participation

This approach ensures families feel **supported, listened to and able to engage confidently** with MIAG.

Record Keeping:

- 👉 All complaints are logged securely by the Operations Manager
 - 👉 Records are retained in line with MIAG's Data Protection and Safeguarding policies
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Malicious or Vexatious Complaints

MIAG reserves the right to close complaints deemed malicious, repetitive, or intended to harass, after careful review. This will be communicated in writing with justification.

Learning from Complaints:

Complaints are reviewed termly for:

- 👉 Themes or recurring issues
 - 👉 Training or policy needs
 - 👉 Good practice examples
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Monitoring and Review:

This policy is reviewed annually and in response to:

- 👉 Regulatory changes
- 👉 Feedback from stakeholders
- 👉 Complaints trends