

MIAG



# Complaints Policy

Ratified by Chair of Govs:

Signed by .....

A handwritten signature in blue ink, appearing to read "Jim Hogg", written over a dotted line.

Date .....

10/2/26

## 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.

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## 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.

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## 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.

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## **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.

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## **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