



Complaints Resolution Policy

Connect-Ed Learning is committed to providing the highest standards of service, and to ensuring our service users feel supported. We take the views, feedback, and experiences of everyone engaging with our services with the utmost seriousness.

We recognise that sometimes individuals may be dissatisfied with aspects of the services provided to them. In these instances, we will work transparently with the complainant to seek a prompt, fair solution, aiming to resolve issues informally and at the earliest possible opportunity.

This policy outlines how service users, parents, carers, and commissioning representatives can raise a concern or file a formal complaint, and details how ConnectED Learning will act to investigate and resolve them.

Who We Are & Scope

ConnectED Learning is a UK-based community providing compassionate, neurodiversity-affirming support, tutoring, and mentoring for families, established in 2025. We operate as a Limited Company

This policy applies to all services, activities, and provisions delivered by Connect-Ed Learning, including placements commissioned by Lancashire County Council (LCC) and individual schools.

Our Core Values

The well-being, safety, and personal progress of all children, young people, and their families are of paramount importance to us. Our organisation's values are to offer:

- **Compassionate, neurodiversity-affirming support** for families raising children who don't fit into traditional moulds.
- **A therapeutic, trauma-informed lens** that empowers parents, carers, and staff to build felt safety, relational security, and mutual trust.
- **An inclusive, multi-sensory approach to education** focused on children being **seen, heard, and understood**. Grounded in the principles of 'The **Learning Pyramid**,' we recognise that cognitive learning relies entirely on a stable foundation of **sensory regulation**. By co-regulating and supporting the child's **central nervous system**, we reduce anxiety and lower barriers to engagement.
- We empower young people to safely lead their learning so they can thrive both personally and academically, supported by a highly trained professional dedicated to helping every child define and achieve their own version of success.

Raising a Concern (Informal Stage)

A concern is defined as an expression of worry or doubt over an issue where reassurances are sought. We encourage concerns to be raised immediately so they can be addressed swiftly.

1. Direct Communication: Discuss your concern directly with your assigned tutor at the time the issue arises.
2. Post-Provision Follow-up: If the concern arises after your scheduled session or provision has ended, you can arrange a time to speak or correspond with the staff member by emailing them directly.
3. Escalation to Lead: If you remain concerned following direct communication, or if you feel uncomfortable raising the matter directly with that staff member, please email: Hannah Clark, Connect-Ed Learning Lead at hannah@connect-edlearning.co.uk.
4. Director Review: If an informal resolution is still not found, the matter will be reviewed by Hannah Clark, Director via hannah@connect-edlearning.co.uk.

Where an issue cannot be resolved informally, a formal complaint can be initiated as detailed in Section 4.

Reporting a Formal Complaint

A complaint is an explicit expression of dissatisfaction with actions taken, or a lack of action.

CRITICAL SAFEGUARDING NOTE: If a concern or complaint involves child protection or safeguarding allegations against any member of staff, standard corporate complaint pathways are bypassed immediately. The matter will instantly be handled in accordance with our Safeguarding Policy and referred directly to the Local Authority Designated Officer (LADO) and/or the Multi-Agency Safeguarding Hub (MASH) within 24 hours.

For all non-safeguarding operational or service complaints, the formal procedure is as follows:

- How to Submit: Formal complaints must be submitted in writing to Hannah Clark, Director via email at hannah@connect-edlearning.co.uk
- Timeframe: In line with local authority standards, a complaint must be raised within 3 months of the incident (or within 3 months of the last incident in a series). Complaints raised outside this timeframe will only be considered under exceptional circumstances.
- Information Required: Please provide your full name, preferred contact details, a detailed overview of the incident(s), and (if applicable) your desired outcome or ideas on how the issue could be resolved satisfactorily.

Investigation & Resolution Procedures

ConnectED Learning adopts an objective, transparent, and solution-focused approach to formal investigations:

1. Complaints Log: The date and nature of the complaint will be logged confidentially in our internal Complaints Resolution Log. Identifiable information is restricted to maintain data privacy compliance.
2. Acknowledge Timelines: ConnectEDLearning will formally acknowledge receipt of the complaint within 5 working days, whether received via email or post, providing the complainant with an up-to-date copy of this policy.

3. **Consultation & Accessibility:** The Director will schedule an online or telephone discussion with the complainant. In accordance with equality law, reasonable adjustments will be made for any access needs. Complainants have the right to be accompanied by a suitable advocate (for translation or emotional support). A formal written record of this meeting will be shared with the complainant.
4. **Investigation Phase:** Thorough and impartial steps will be taken to investigate the claims, interview relevant staff, and assess logs.
5. **Formal Outcome Response:** Within 20 working days of the initial acknowledgment (unless a justified extension is communicated due to complexity), the complainant will receive a written response detailing:
 - The steps taken to investigate.
 - The formal findings and conclusions reached.
 - Any corrective actions or systemic changes implemented to improve future service delivery.
6. **Disagreement Review:** If the complainant is unsatisfied with the outcome, they will be invited to a secondary review meeting to revisit the dispute and evaluate alternative remedies.

Escalation to External Bodies

We aim to resolve all matters internally to the total satisfaction of the complainant. However, if you feel your complaint has not been managed appropriately or legally in accordance with this policy, you have the right to escalate the matter externally.

- **Commissioned Placements:** If the young person's placement with ConnectED Learning was commissioned or funded via an Education, Health and Care Plan (EHCP) or an official school/Local Authority pathway, complaints regarding the provision can be escalated to Lancashire County Council's Complaints Team or the Local Government and Social Care Ombudsman (LGSCO).
- **Data Protection Issues:** For matters concerning data privacy breaches, reports can be made directly to the Information Commissioner's Office (ICO).

Right to Withdraw

Complainants retain the right to withdraw their complaint at any stage of the investigation or resolution process. To formally withdraw a complaint, please notify Hannah Clark, Connect-Ed Learning Lead in writing via

hannah@connect-edlearning.co.uk.

Written January 2025

Reviewed Annually

Next Review: January 2026