

COMPLAINTS POLICY FOR KITCHEN JAM



Last reviewed 20/09/2025

1. PURPOSE

This policy provides a clear process for handling complaints, ensuring that any concerns from students, parents, or staff are addressed promptly, fairly, and professionally.

2. SCOPE

This policy applies to all students, parents, staff, and stakeholders at Kitchen Jam. It covers complaints related to teaching, services, facilities, and general experiences within the organisation.

3. POLICY STATEMENT

Kitchen Jam is committed to:

- Resolving complaints quickly and effectively.
- Ensuring complaints are handled with respect and impartiality.
- Using feedback to improve services and maintain a positive learning environment.

4. PRACTICAL APPLICATIONS FOR THE COMPLAINTS PROCESS

- 1 Encouraging Early Resolution**

Before submitting a formal complaint, students or parents are encouraged to raise concerns informally with the relevant staff member or instructor. Many issues can be resolved quickly in a personal conversation.
- 2 Simple Submission Process**

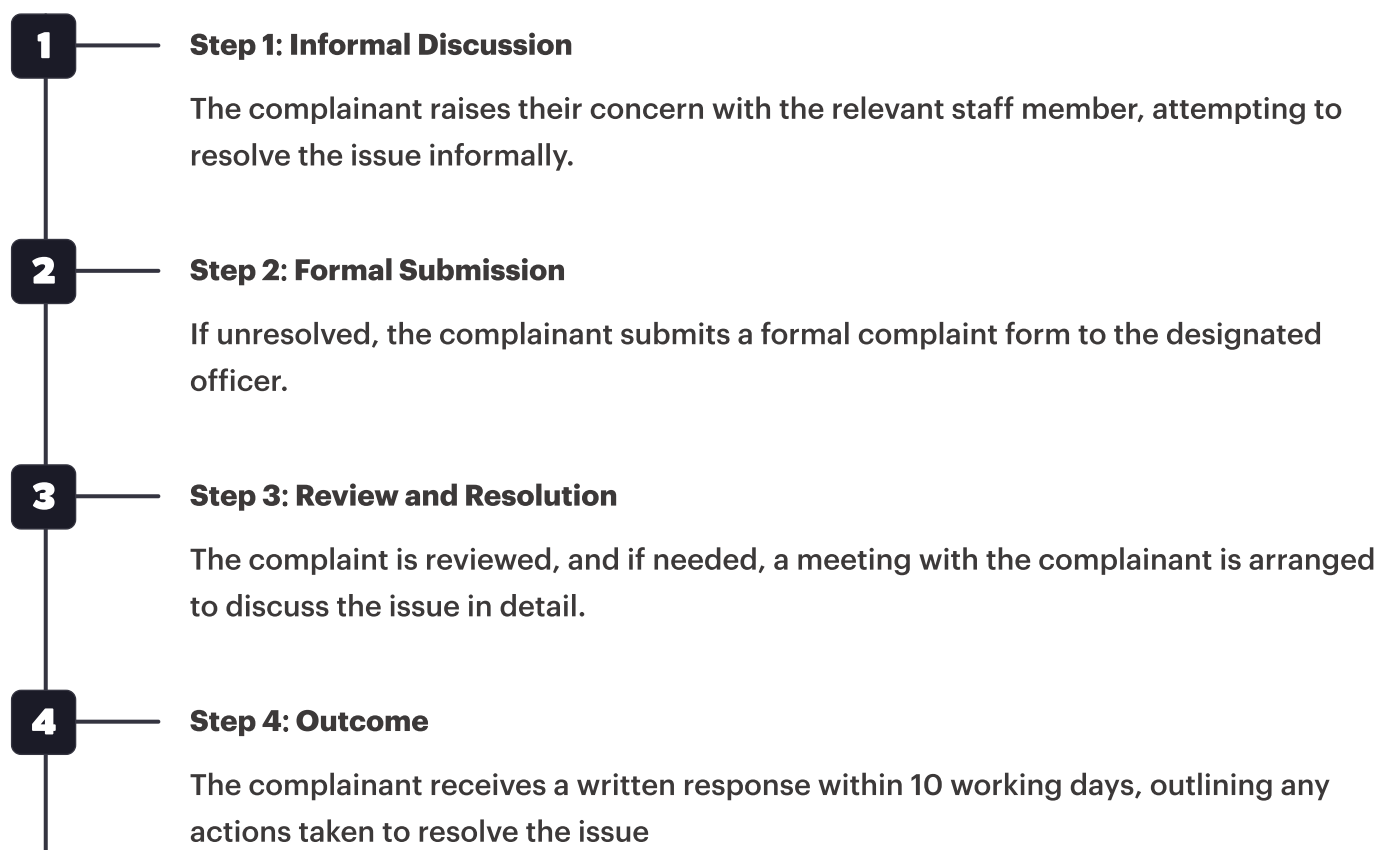
If informal resolution isn't possible, a formal complaint can be submitted through a brief form provided by a member of staff. Complaints can be submitted via email or in person, allowing flexibility.
- 3 Transparent Timeline**

Complaints will be acknowledged within 2 working days and reviewed within 10 working days. The complainant will receive updates if more time is needed.
- 4 Two-Level Review Process**

Complaints are initially reviewed by the relevant staff member. If further review is necessary, the complaint goes to the Director for an independent assessment.
- 5 Supportive Environment**

During the complaints process, complainants can request a staff member to accompany them to meetings or discussions to ensure a supportive experience.

5. COMPLAINTS PROCESS



6. CONFIDENTIALITY

All complaints are handled confidentially and shared only with relevant staff members directly involved in resolving the complaint.

7. MONITORING AND REVIEW

This policy is reviewed annually to ensure it remains aligned with best practices and continues to meet the needs of our students and staff.

8. CONTACT INFORMATION

For questions or to submit a complaint, contact:

- Appeals Officer: Darryl Powis
- Email: darryl@kitchenjam.com
- Office Address: Kitchen Jam, 8-10 Penny Brookes St. E20 1BN