



EduDiverse

Complaints Policy



Complaints

Introduction & Purpose

This Policy applies to anyone working on behalf of EduDiverse including paid staff, volunteers, sessional workers, agency staff and students. Its purpose is to protect and enhance the safety and well-being of all children and young people by actively promoting awareness, good practise and sound procedures.

Policy Principles & Values

EduDiverse recognises that students who access alternative education provision often have very varied and complex needs and it is essential that communication is effective with families and school settings so that we are able to understand and meet these needs.

Procedures

EduDiverse provide sessional and a six weekly progress report reporting to the student's school or commissioning agency. It is the responsibility of the school or commissioning body to decide if this is shared with parent/carers as a matter of process. However, EduDiverse will provide this information to parent/carers if it is requested directly.

EduDiverse will ensure that families and commissioning schools know they contact us at any time with any concern by emailing info@edudiverse.co.uk or contacting the office on 07361248375.

EduDiverse endeavours to respond to emails and calls within 24 hours (or 72 hours over the weekend) and offer a meeting to discuss concerns if this is desired.

EduDiverse always treats all families, learners and school colleagues with respect and courtesy.

EduDiverse will always endeavour to attend the Annual Reviews of the student's EHCP if invited. EduDiverse staff are regularly available after 3:30pm in order not to interfere with learner's education programme. In the event that attendance is not possible a report will be submitted to the student's school or commissioning agency.

EduDiverse will attend other agency meetings (Social Care, YOT, CCAMHS) where possible and will submit updates in writing if requested.

EduDiverse asks families to show us the same respect and courtesy we show them. Aggressive behaviour or threatening language towards our staff will not be tolerated and reported to The Police if necessary.

EduDiverse asks that any concerns or complaints are raised with us, either by email or telephone, so we can respond as soon as possible (within 24 hours or 72 hours at weekends).



If a commissioning school or family are unhappy with our response or feel the need to raise their concern with an independent agency, they may choose to contact their Local Authority SEN Case Officer.

If a complaint relates to safeguarding concerns, the school or family should contact the LADO at their relevant authority.

This policy was last reviewed on:

Date: 01/09/2025

Signed: James Ranson