

Bellevue Education International Ltd.

Complaints Procedure

This Policy Applies to Bellevue Education International Ltd.



Reviewed January 2023
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Next Review - January 2024

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Bellevue Education International Ltd - Complaints Procedure

Guidance

The complaints procedure at Bellevue Education International Ltd. has three stages. The DfE does not distinguish between a 'concern' and a 'complaint'. Any matter about which a learner is unhappy and seeks action by the Company is considered as a complaint and will be addressed in accordance with this policy. In this respect, it is anticipated that the large majority of complaints will be resolved at the informal stage. The Complaints Procedure is for current learners unless the complaint was initially raised when the learner was still registered with the Company.

The Company will keep records of complaints which are resolved at the informal stage for management purposes, for example to enable patterns or trends to be monitored. A formal written and/or electronic record is kept of complaints made to the Company which reach the formal stage. Details will be recorded of;

- whether the complaint was resolved following the formal stage or proceeded to a panel hearing;
- action taken by the Company as a result of the complaint, (regardless of whether the complaint was upheld).

Records are kept for at least three years. The Company will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

Stage 1 - Informal complaint (Resolution normally within 5 working days)

All complaints may be made on an informal basis initially; verbally or in writing. Sections A-F deal with any informal complaints. In many instances issues will be dealt with straight away. Where further information is required every effort will be made to make an initial response within 24 hours of the issue being raised.

A Complaints by learner about a member of staff

- a. Direct discussion with learner and course leader
- b. Direct discussion with member of staff followed by conversation between member of staff and learner
- c. Action on points raised agreed
- d. Review situation

B Complaints by learner about another learner

- a. Direct discussion with learner and course leader
- b. Direct discussion with other learner followed by conversation between two learners
- c. Action on points raised agreed
- d. Review situation

Stage 2 - Formal Complaint (Resolution normally within 10 working days)

Where the complainant is not satisfied with the response of the school, through the procedures outlined above, they may register a formal complaint. This should be done in writing to the course lead or Group Education Director if the complaint is about the course lead, including,

- The nature of the complaint
- The reasons for their dissatisfaction with the initial response

The date of the receipt of the letter will be taken as the start of this stage of the process.

The course lead will meet with the complainant as soon as is practical, to discuss the matter and, if possible, to reach a resolution at this stage. It may be necessary to carry out further investigations. The head will keep written records of all complaints, and of meetings held in relation to them.

Once the course is satisfied that all the relevant facts have been established, a response to the complaint will be made and the complainant will be informed in writing, within ten working days: the nature of the response will depend on the nature of the complaint but it will always give a judgement whether and to what extent, if at all, the complaint is justified, and reasons; the response may include actions which the Company intends to take or a decision. A complainant who is not satisfied should proceed to the next stage.

In the event the complaint is against the Head the formal stage will be dealt with by the Senior Team. The complaint can be addressed directly to Bellevue Education International Ltd, Second Floor, 200 Union Street, London, England, SE1 0LX.

There are certain circumstances when a complaint may progress to this stage directly, in instances of bullying, discrimination, harassment or other instances of serious misconduct.

Stage 3 - Independent Resolution - Panel Hearing (Resolution normally within 15 working days)

If Stage 2 has not resolved a complaint satisfactorily, the complainant should write within five working days to the head, requesting a hearing before the complaints panel, who will acknowledge the letter of complaint. The date of the receipt of the letter will be taken as the start of this stage of the process.

At this point the Company will

- a) Convene a panel of one of the Directors, a member of the Programme team, and either one or two panel members who are independent of the management and running of the company. It is possible that there may be a delay in recruiting a panel and agreeing a mutually convenient date for the hearing. In this case, the timescale may need to be altered. If the Company has made a reasonable attempt to find a date for a hearing and learners have been unable to agree, or do not co-operate, the panel hearing will move forward without the complainant in attendance.
- b) Send a letter to the complainant, providing contact details of the Chair of the panel, inviting the complainant to attend the panel hearing, along with someone to accompany them if they wish.
- c) Provide that the panel is able to make findings and recommendations; and ensure that minutes and recommended actions of the panel are kept for three years.
- d) Ensure that a copy of the panel's findings and recommendations is –
 - (i) provided to the complainant and, where relevant, the person complained about;
 - and
 - (ii) available for inspection on the Company premises by the proprietor and the head teacher;
- e) Ensure all correspondence, statements and records relating to individual complaints are kept confidential – unless the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them
- f) Maintain a record of any actions taken by the Company as a result of the findings of the panel.
- g) Seek to complete this stage of the procedure within 15 working days.

Appendix 1

Number of complaints registered under the formal procedure during the year 2021-2022

Schools are required to publish the number of complaints registered under the formal procedure during the preceding Company year.

The number of complaints dealt with at this stage in 2021-2022 was 0

Appendix 2

Contact details

OFSTED

By email

enquiries@ofsted.gov.uk

By telephone

The following helplines are open from 8.00am to 6.00pm, Monday to Friday:

general helpline **0300 123 1231**

By post

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD