

QMX ACADEMY

COMPLAINTS POLICY

Last Updated

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1. Policy Statement

QMX Academy is committed to providing a high-quality education and support service for all learners. We welcome feedback and are committed to resolving concerns promptly, fairly, and transparently. This policy outlines the procedures for handling complaints from learners, parents, carers, staff, and other stakeholders.

2. Scope

This policy applies to all complaints relating to the provision, operations, staff conduct, or decisions made by QMX Academy. It does not cover safeguarding concerns (which must be referred to the Designated Safeguarding Lead) or matters that are already subject to legal or tribunal proceedings.

3. Guiding Principles

- **Respect and fairness** for all parties involved
- **Confidentiality** will be maintained throughout the process
- **Timeliness**: All complaints will be acknowledged and resolved as quickly as possible
- **Right to be heard**: All complainants will have the opportunity to explain their concerns
- **Non-retaliation**: No complainant will face adverse treatment for raising a concern in good faith

4. Informal Resolution

In many cases, concerns can be resolved informally:

1. Raise the issue directly with the relevant staff member or team as soon as possible.
2. Staff will aim to resolve the matter promptly (within 5 working days where possible).
3. If the issue cannot be resolved informally or the complainant is dissatisfied, the formal process can be initiated.

5. Formal Complaints Procedure

Stage 1: Written Complaint

- All complaints should be submitted in writing via email to: qmxdevelopment@gmail.com
- Include details of the concern, relevant dates, any actions taken, and the resolution sought.
- The complaint will be acknowledged within **5 working days**.

Stage 2: Investigation

- The complaint will be investigated by the **Complaints Officer or Director** (if not involved in the issue).
- A meeting may be arranged with the complainant for clarification.
- A full response will be provided in writing within **10 working days** of receipt.

Stage 3: Appeal

- If the complainant is dissatisfied with the outcome, they may request a review by a senior leader or an independent panel.
- This appeal must be submitted within **5 working days** of the Stage 2 outcome.
- A written outcome will be provided within **10 working days** of the appeal being received.

6. Record Keeping

- A written log of all complaints (informal and formal) will be maintained, including outcomes and any actions taken.
- These records will be reviewed termly by senior leadership to identify patterns or areas for improvement.

7. Persistent or Vexatious Complaints

QMX Academy reserves the right to take appropriate action where complaints are repetitive, abusive, or not made in good faith. Such cases will be handled with care and in line with legal guidance.

8. Review of Policy

This policy is reviewed annually or following a significant complaint or procedural change.

9.Contact

For all complaints, please contact:

Principal/ Director: Joseph Hall

Email: qmxdevelopment@gmail.com

Phone: 07450090288