



. Introduction

Pinnacle-AP is committed to maintaining open and positive communication with parents and guardians. We take all concerns and complaints seriously and aim to resolve them promptly and fairly. This procedure outlines the steps to be followed when raising a concern or making a complaint.

2. Principles

- Openness: We encourage parents/guardians to raise concerns as soon as they arise.
- Fairness: All complaints will be treated fairly and impartially.
- Confidentiality: Information relating to complaints will be handled with confidentiality, shared only on a "need-to-know" basis.
- Timeliness: We aim to resolve complaints as quickly as possible.
- Respect: All parties will be treated with respect throughout the process.

3. Procedure

Step 1: Informal Resolution

- If a parent/guardian has a concern, they are encouraged to first discuss it informally with the relevant staff member. This could be a teacher, coach, or another member of staff involved.
- Many concerns can be resolved quickly and easily through informal discussion.

Step 2: Formal Complaint

- If the concern is not resolved informally, or if it is a serious matter, a formal complaint should be made.
- Formal complaints should be submitted in writing to Rhonda Thomas, the Designated Safeguarding Lead (DSL). Complaints can be submitted via email to rhonda.thomas@pinnacle-ap.co.uk or by a written letter.
- The written complaint should include:
 - The parent/guardian's name and contact details.
 - The name of the student.
 - A clear description of the concern or complaint.
 - The dates and times of the events related to the complaint.
 - Any relevant documentation or evidence.
 - What outcome the parent/guardian is seeking.

Step 3: Acknowledgment and Investigation



- The DSL will acknowledge receipt of the formal complaint within [3-5] working days.
- The DSL will investigate the complaint, which may involve:
 - Speaking with the parent/guardian.
 - Speaking with relevant staff members.
 - Reviewing relevant documents or records.
- The investigation will be conducted in a fair and confidential manner.

Step 4: Response and Resolution

- The DSL will provide a written response to the complaint within [10-15] working days of receiving it, or as soon as reasonably possible.
- The response will include:
 - A summary of the investigation findings.
 - Any actions that will be taken to address the complaint.
 - Information about any further steps that can be taken if the parent/guardian is not satisfied with the outcome.

Step 5: Further Action

- If the parent/guardian is not satisfied with the outcome of the investigation, they may request a review of the decision by the owner/manager of Pinnacle-AP.
- The request for a review must be made in writing to the owner/manager within [5] working days of receiving the DSL's response.
- The owner/manager will review the complaint and the investigation, and provide a final decision within [10] working days.

6. Record Keeping

- A record of all formal complaints and their outcomes will be kept securely and confidentially.

7. Review

- **This complaints procedure will be reviewed annually.**

Contact Information:

- **Designated Safeguarding Lead (DSL): Rhonda Thomas**
- **Email: rhonda.thomas@pinnacle-ap.co.uk**

This procedure is designed to ensure that all complaints are handled effectively and efficiently, maintaining a positive relationship between Pinnacle-AP and parents/guardians.