



COMPLAINTS PROCEDURE

Policy & Procedure Document

DOCUMENT REF
YA-POL-05

VERSION
v1.0 (2026)

ISSUED
17 Apr 2026

NEXT REVIEW
17 Apr 2027

We want Yates Academy to be a place where every learner, parent, guardian and stakeholder feels heard. This procedure explains how to raise a concern, what happens when you do, and how we use feedback to improve.

1. Our Commitment

- We take every complaint seriously.
- We respond in a fair, timely and transparent way.
- We protect your confidentiality and will not treat you less favourably for raising a concern.
- We use complaints to improve our training, operations and culture.

2. Who Can Complain

This procedure is open to current and prospective learners, parents or guardians, staff, partners and members of the public.

3. What You Can Complain About

Complaints may relate to, for example:

- Teaching, feedback, assessment or progression.
- Safeguarding, wellbeing or behaviour.
- Facilities, access or safety.
- Admissions, fees or communications.
- Conduct of a staff member, guest teacher or fellow learner.

4. Stage 1 – Informal Resolution

We encourage you to raise concerns early and informally, where you feel able to do so. Speak with the relevant teacher or staff member, or email info@yatesacademy.co.uk with a brief description of the issue. Most concerns are resolved at this stage, within 5 working days.

5. Stage 2 – Formal Complaint

If a matter cannot be resolved informally, you can submit a formal complaint in writing. Please include:

- Your full name and contact details.
- A clear description of the complaint, with dates and names where possible.
- Any supporting documents or evidence.
- The outcome you are seeking.

Send your complaint by email to info@yatesacademy.co.uk, or by post to:

Yates Academy Ltd, 2a Central Avenue, Welling, London, DA16 3AY. Mark the envelope **Private and Confidential – Formal Complaint**.

6. What Happens Next

Stage	Action	Timeframe
Acknowledgement	We confirm receipt in writing and outline next steps.	5 working days
Investigation	The Principal (or a nominated investigator) reviews records, interviews parties, and considers the evidence.	Up to 15 working days
Outcome	We write to you with findings, any actions taken, and the right to appeal.	Within 20 working days of Stage 2 being opened

Where the complaint is complex, we may need more time. We will tell you in writing and agree a revised timetable with you.

7. Stage 3 – Appeal

If you are dissatisfied with the Stage 2 outcome, you may appeal in writing within 10 working days of receiving the decision. Appeals are reviewed personally by the Principal or, where the complaint concerns the Principal, by an independent reviewer appointed for the purpose.

The appeal decision is communicated within 20 working days and is final within Yates Academy.

8. Safeguarding Concerns

If your complaint concerns the safety or wellbeing of a learner, it will be handled under the Safeguarding Policy and may be escalated to statutory agencies at any stage, regardless of where we are in this procedure.

9. External Escalation

If you remain dissatisfied after appeal, you may contact, where relevant:

- The awarding body for your qualification (for assessment matters).
- The Information Commissioner's Office (ico.org.uk) for data protection matters.
- The Royal Borough of Greenwich Children's Services for safeguarding matters.
- Your legal advisor for contractual matters.

10. Confidentiality and Record-Keeping


We handle complaints confidentially, sharing information only on a need-to-know basis. A record of each complaint, investigation and outcome is kept for at least 3 years to support learning and continuous improvement.

11. Vexatious or Repeat Complaints

In rare cases where a complaint is repeated after being fully investigated, or is clearly vexatious, we may limit further correspondence on the same matter after giving notice in writing.

12. Monitoring and Review

Complaints data is reviewed by the Principal at least annually. Themes and outcomes inform policy, training and operational change. This procedure is reviewed annually.

Approved by: Taylor Yates
Position: Director & Principal, Yates Academy
Signature: 
Date: 17 April 2026

For any questions regarding this policy, please contact us at info@yatesacademy.co.uk. Yates Academy Ltd is a private limited company registered in England & Wales (company no. 15733776), registered office 2a Central Avenue, Welling, London, DA16 3AY.