

Complaints Procedure

Wealth of Knowledge Tuition | Dr Eleanor Hockley, Sole Trader

Policy owner	Dr Eleanor Hockley
Effective date	14 October 2026
Review date	October 2027, or sooner following a significant change or complaint

1. Purpose and scope

Wealth of Knowledge Tuition aims to provide safe, respectful and effective individualised education. Concerns and complaints are taken seriously, handled fairly and used to improve provision. This procedure applies to complaints about the service from learners, parents/carers, commissioning authorities and other people with a legitimate interest in provision.

This procedure is designed for a sole-trader specialist SEND, Alternative Provision and EOTAS provider. It applies alongside the relevant placement agreement, safeguarding procedures and contractual reporting requirements. Where an agreement specifies a different complaint or notification process, that requirement will also be followed.

2. Principles

- Learners and families can raise concerns without fear of disadvantage, retaliation or a reduction in appropriate support.
- Complaints will be listened to respectfully, considered objectively and handled confidentially as far as reasonably possible.
- Information will be provided in accessible formats and communication adjusted to individual SEND, language and communication needs.
- A learner may ask a trusted adult, parent/carer, advocate or other appropriate person to help them make a complaint.
- No one will be required to confront the person complained about in order to have their concern heard.
- Where possible, concerns will be resolved promptly and proportionately, with a clear written record of formal complaints.

3. How to raise a concern or complaint

Concerns may be raised verbally, in writing, by email, or through an agreed alternative communication method. Learners may use drawings, communication aids, supported conversation or an advocate. A complaint does not need to use formal language.

Initial contact: Dr Eleanor Hockley, Wealth of Knowledge Tuition, using the normal agreed business contact details. For commissioned provision, a complainant may also contact the named commissioning/placing authority contact directly, especially if they are uncomfortable approaching the provider.

Please explain, as far as possible, what happened, when it happened, who was involved, how it affected the learner, and what outcome is being sought. Support will be offered to clarify a complaint where needed.

4. Stage 1 – Informal resolution

Where appropriate, Dr Hockley will discuss the concern with the complainant, listen to their perspective and seek an agreed practical resolution. An acknowledgement will normally be provided within two working days, and an informal response or proposed next step within five working days. These are target timescales rather than guarantees; any delay will be explained.

A complainant may move directly to Stage 2 where the matter is serious, they do not feel informal discussion is suitable, or the concern remains unresolved.

5. Stage 2 – Formal complaint

A formal complaint may be submitted in writing or communicated in another accessible way and recorded in writing with the complainant's agreement. Dr Hockley will normally acknowledge it within three working days, identify the issues and desired outcomes, and investigate by reviewing relevant records and seeking appropriate accounts where necessary.

A written outcome will normally be issued within 15 working days of acknowledgement. If more time is required, the complainant will be told why and given a revised response date. The outcome will summarise the issues considered, findings, actions or remedies (if any), and the available review or escalation route. Where the complaint is upheld, proportionate remedial action and improvements will be considered.

6. Stage 3 – Independent consideration and escalation

Because Wealth of Knowledge Tuition is a sole-trader business, there is no internal senior manager or governing-body appeals panel. If a complainant is dissatisfied with the Stage 2 outcome, they may request an independent review within 20 working days of receiving it. Dr Hockley will seek an appropriately experienced and impartial external individual or agency, such as an independent education professional or suitable mediation/disagreement-resolution service, with no involvement in the events complained about. Any proposed reviewer, remit, confidentiality arrangements and costs will be agreed before the review proceeds; the complainant will not be charged for the provider's complaints review.

The independent reviewer will consider whether the complaint was handled fairly and whether the conclusions and proposed actions were reasonable, and may recommend further steps. A written review outcome will normally be provided within 20 working days of the review commencing, or a revised date explained. The provider will respond to any recommendations and record actions taken.

For Local Authority commissioned provision, the complainant may also use the relevant placing authority's complaints or commissioning escalation route at any stage, where appropriate. This policy does not remove statutory rights or access to external regulators, advice services or legal remedies.

7. Safeguarding and allegations

A concern involving abuse, neglect, exploitation, a risk of significant harm, or an allegation against an adult working with a learner will be dealt with immediately under safeguarding procedures, including contact with the relevant safeguarding authority, LADO, police or emergency services where required. Such matters will not be delayed while the ordinary complaints stages are completed. Information will be shared with the commissioning authority as required by the contract and safeguarding duties.

8. Accessibility, learner voice and fairness

Complaints from learners will be taken seriously regardless of age, communication style or whether the concern is expressed through behaviour, distress or withdrawal. Reasonable adjustments may include extra processing time, a familiar supporter, simplified written information, breaks, a choice of communication method, or an advocate. Learners will be told, in an accessible way, what will happen next and what has been decided, where appropriate.

No learner will be penalised for raising a complaint. Any immediate adjustments necessary for safety or wellbeing will be considered independently of the complaint outcome.

9. Confidentiality, records and monitoring

A confidential record will be kept of formal complaints, dates, issues, evidence considered, correspondence, decisions, agreed actions and review outcomes. Records will be stored securely, accessed only on a need-to-know basis and retained in line with applicable data protection, safeguarding and contractual retention requirements. Information may be shared with relevant authorities where necessary or legally required.

Complaints and recurring themes will be reviewed to identify learning and improve practice. The procedure will be reviewed at least annually and following a significant complaint or relevant change to commissioning requirements.

10. Related policies

- Safeguarding and Child Protection Policy
- Behaviour Policy
- Data Protection and Information Management Policy
- Health and Safety Policy
- Applicable Local Authority commissioning and placement agreements

Policy approved by: Dr Eleanor Hockley, Proprietor