

Legacy Youth Academy – Complaints Policy

Policy Title: Complaints Policy

Date Approved: 28th July 2025

Review Date: 28th July 2026

Policy Owner: Legacy Youth Academy SLT

1. Policy Statement

Legacy Youth Academy is committed to listening, learning, and working in partnership with parents, carers, pupils, and the community. We take all concerns and complaints seriously and aim to resolve them fairly, promptly, and informally wherever possible.

2. Aims

To provide a clear and simple process for handling complaints.

To ensure complaints are dealt with respectfully, consistently, and in a timely manner.

To use complaints as an opportunity for reflection and improvement.

3. Scope

This policy covers complaints made by parents, carers, pupils, or members of the public relating to the provision of education, behaviour, or services provided by Legacy Youth Academy.

It does not cover complaints relating to safeguarding or staff conduct, which follow separate procedures.

4. Informal Resolution

Most concerns can and should be resolved informally. Complainants are encouraged to raise their concerns directly with the member of staff involved or a member of the senior leadership team.

5. Formal Complaints Procedure

If a concern cannot be resolved informally, the following steps apply:

Stage 1 – Written Complaint

The complainant should submit a written complaint to the Head of Centre. The complaint should include:

A clear statement of the issue

What steps have already been taken to resolve it

What outcome is being sought

The Head of Centre will investigate and respond in writing within 10 working days.

Stage 2 – Appeal

If the complainant is not satisfied, they may request a review by a member of the governing body or an independent panel. This appeal must be made in writing within 10 working days of the Stage 1 response.

6. Monitoring and Review

All complaints will be recorded and reviewed regularly to ensure any patterns are identified and acted upon. This policy is reviewed annually by the senior leadership team and governing body.

Signed:

Head of Centre – Legacy Youth Academy

Date: 28th July 2025