



Complaints Policy

The purpose of this document is to ensure that Hummingbird Learning Lab (HLL) responds to complaints with curiosity and courage so as to inform our future growth and development as an organisation.

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We value feedback on how we can improve our service. All complaints will be handled sensitively and efficiently. If you are not satisfied with our service, please follow the procedure below to enable us to respond to your complaint as quickly as possible.

This policy is made available to parents on our website.

Complaints regarding HLL

We attempt to resolve complaints proactively but sometimes this is not always possible. If this is the case

Stage 1 - informal complaint

In the first instance please try to resolve your complaint with the member of staff involved. Notes will be made and kept in relation to these meetings. If these discussions do not resolve the matter then the complaint will be put in writing (if it hasn't already been) and move to Stage 2.

The person who the complaint is made to will initially listen to the concern and find out what this person wants to happen. If a person requests to meet to discuss a complaint then we will respond within three working days. This response might include setting up a meeting time to discuss the matter and involve the gathering of information or talking to others. The initial meeting of listening to the person making the complaint should not be delayed by information

gathering.

If the complaint is of a more serious nature, such as staff not behaving in line with our own Code of Conduct, then please arrange to see the Headteacher immediately or the Chair of governors if it is about the Headteacher.

If the complaint is not resolved at this informal stage and the parent is not satisfied with the response made about the complaint, a formal procedure for the complaint is to be made in writing.

Stage 2 - formal complaint

The complaint is heard by the Headteacher if they haven't already been directly involved. They will read the complaint, meet with the parent and collate a report from the relevant staff and students involved. If this does not resolve the complaint then move to Stage 3.

Stage 3 - formal complaint with appointed panel

The complaint is sent to the owner of the Hummingbird by the parent. The owner of the Hummingbird will appoint a panel of three people who have not been directly involved. One panel member is independent of the management and running of the school, this includes governors and others who regularly act on behalf of the school.

The parent attends and can be accompanied at a panel hearing if they wish. The parent presents their case and the Headteacher presents a report in response to this. The panel should not include the owner.

The panel can make findings and recommendations and a copy of those findings and recommendations is—

- (i) provided to the complainant and, where relevant, the person complained about; and
- (ii) available for inspection on the school premises by the proprietor and the head teacher;

A written record of all complaints is kept by the school which moves to stage 2 or beyond irrespective of if they are resolved following formal procedure and records include actions taken by the school as a result of those complaints (regardless of whether they are upheld). All records throughout should be kept confidential except where it relates to school inspection, safeguarding, or other legal obligation.

Exemptions:

The complaints procedure does not apply to prospective pupils, and therefore, it does not have to cover failure to admit such pupils

The procedure only applies to complaints from parents of pupils, i.e. persons for whom education is being provided at the school. Therefore, the process does not need to cover complaints from parents of pupils who have left voluntarily or as a result of being excluded (except in cases where the complaints process was started when the pupil was still being educated at the school);

Whilst the school will listen to young people who feel that something is unfair this policy does to complaints by a student. Where the student is an adult this policy can apply.

Complaints regarding qualifications - Do you go to Crossfields Institute?

The complaints procedure does **not** deal with decisions on assessment, reasonable adjustments and special considerations or centre recognition as these are dealt with by the Appeals process (see Appeals Policy).

CFI awarding does not normally investigate complaints received more than six months after their occurrence.

To enable CFI to process your complaint effectively please provide as much of the following information as you can:

- Your name and address
 - Centre name and number (if relevant)
 - An email address
 - Candidate numbers (if relevant)
 - The qualification and specification code your complaint relates to (if relevant) •
- A clear description of your complaint
- Copies of any relevant correspondence

Complaints must be submitted in writing to the Responsible Office of CFI as soon as possible after the occurrence/incident. All complaints will be acknowledged within 3 working days of receipt.

Complaint Investigation Procedure

This will involve an investigation of the case by a member of CFI. The outcome of the investigation will be reported in writing to the Responsible Officer who will communicate this to the complainant within 4 working weeks from the date on which the complaint was received.

The investigation may:

- Turn down the complaint.
- Require CFI to take appropriate remedial action.
- May involve broader recommendations being made to CFI.

If the complainant remains dissatisfied they may, within 5 working days of the investigation outcome, ask for the complaint decision to be reviewed. They must make a written request to CFI.

Complaint Review Procedure

The Complaint Review procedure is independent of CFI and involves the appointment of an Independent Investigator. The Independent Investigator will consider and review the matter and forward the outcome, together with reasons for their findings, to the Responsible Officer who will forward this to the appellant within 6 working weeks of the receipt of the appeal. The completion of a Complaint Appeal represents the final point of the complaint process.

Further Guidance

The outcome of the Complaint Review is final, though the appellant can refer the complaint to the Office of the Qualifications and Examinations Regulator (Ofqual). Their address is: Office of the Qualifications and Examinations Regulator, Spring Place, Coventry Business Park, Herald Avenue, Coventry CV5 6UB.

Note

Complaints about the quality of teaching, centre administration, management and organisation should not be made to CFI but to HLL. All Centres have their own complaint policy. Any complaints about the quality of teaching, centre administration, management and organisation should be made to the Head of Centre. If you have been through this process and remain dissatisfied you may bring your concern to our attention, only in exceptional circumstances may CFI be able to pursue the matter with the Centre.

Under normal circumstances CFI is unable to receive complaints directly from Learners, Parents or Guardians.

CFI reserve the right to cease dealing with the complaint if the correspondence is considered frivolous, vexatious, or offensive.

In the event of receiving an anonymous complaint CFI will try to confirm the allegation by a separate investigation before taking it up with those responsible. The outcome of the investigation will remain confidential apart from where statutory or legal requirements are involved e.g. safeguarding, fraud.