

Complaints Policy and Procedure

2026-2027

Organisation	Century Training Academy Ltd
Document type	Policy
Version	2.0 updated compliance version
Reviewed	20 August 2026
Next review	20 August 2027

1. Purpose

Century Training Academy Ltd welcomes feedback and takes complaints seriously. Complaints will be handled fairly, impartially, promptly and without discrimination or victimisation.

2. Who Can Complain

- Learners.
- Parents/carers.
- Referring schools or commissioners.
- Local authorities.
- Staff, contractors or visitors where the complaint relates to service delivery.
- Members of the public affected by academy operations.

3. Issues Outside This Procedure

- Safeguarding concerns must be referred immediately to the DSL and may need external referral.
- Assessment appeals must follow the Appeals Policy.
- Staff grievances or disciplinary matters are handled under HR procedures.
- Whistleblowing concerns must be handled under the Whistleblowing procedure.

4. Complaints Procedure

Stage	Procedure	Timescale
Informal resolution	Raise the concern with the relevant staff member or Centre Manager. The academy will try to resolve it quickly and fairly.	Normally within 5 working days.
Stage 1 formal complaint	Complaint submitted in writing to the Centre Manager or Director. The complaint will be acknowledged, investigated and responded to in writing.	Acknowledge within 3 working days; response normally within 10 working days.
Stage 2 review	If dissatisfied, the complainant may request a review by a Director or senior person not involved in the original decision.	Request within 10 working days; response normally within 15 working days.
Stage 3 final review	Where appropriate, the Board/Directors review whether the procedure was followed and whether the outcome was reasonable.	Normally within 20 working days.

5. Commissioner and External Routes

Where a learner is commissioned by a school or local authority, the complainant may also contact the commissioning/referring organisation. Where the matter concerns an awarding organisation qualification, the awarding organisation's complaints or appeals route may apply.

6. Anonymous, Vexatious or Persistent Complaints

Anonymous complaints will be considered where there is enough information to investigate or where safeguarding, safety or public interest issues arise. The academy may manage unreasonable, abusive, persistent or vexatious complaints proportionately while still considering safeguarding obligations.

7. Records

Complaint records must include the complaint, evidence considered, investigation steps, outcome, actions, learning points and any appeal. Records will be retained securely.

Record Keeping

Records created under this document must be accurate, factual, dated and stored securely. Access must be limited to staff with a legitimate operational, safeguarding, health and safety, quality assurance or legal reason to view the information. Records must be retained in line with Century Training Academy Ltd's retention schedule and UK GDPR requirements.

Monitoring and Review

This document will be reviewed at least annually, with the next scheduled review on 20 August 2027. It will also be reviewed sooner if legislation, statutory guidance, awarding body requirements, local authority expectations, premises, provision or operating arrangements change.

Key Guidance and Linked Requirements

- Keeping Children Safe in Education 2026 (DfE), in force from 1 September 2026.
- Non-school Alternative Provision: Voluntary National Standards (DfE).
- UK GDPR and Data Protection Act 2018.
- Equality Act 2010.
- Health and Safety at Work etc. Act 1974 and relevant HSE guidance.

Sign Off

Name	Stephen Black
Position	Director
Date	20 August 2026