

Complaints and Policy Procedures

This policy was updated: **September 2025**

This policy will be reviewed: **September 2026**

Statutory policy? **Yes**

Purpose and Scope

At Nulogic Training Ltd, we are committed to building real relationships with learners, families, staff and commissioners, grounded in respect, resilience, and relatability. We recognise that from time to time, individuals may feel dissatisfied with some aspect of our service. When this happens, we want to listen, respond fairly, and learn from the experience.

This policy sets out how learners, parents/carers, commissioners, and members of the public can raise a complaint about any aspect of our provision or conduct, and how we will handle it.

It applies to all Nulogic services and staff, including subcontracted provision and any setting operating under the Nulogic name.

It does not apply to staff employment or grievance matters, whistleblowing concerns, or safeguarding issues, which are covered under separate policies.

Definitions

A concern is an expression of worry or dissatisfaction that can often be resolved informally and quickly. A complaint is a formal expression of dissatisfaction about an action, decision or omission by Nulogic or someone acting on our behalf.

We encourage concerns to be raised early so that we can resolve them before they escalate into formal complaints.

Legislative and Policy Context

While Nulogic is currently an unregistered alternative provision provider, we follow the principles of good governance and accountability set out in:

- DfE Voluntary National Standards for Unregistered Alternative Provision (2024)
- Education and Training (Welfare of Children) Act 2021
- Health and Safety at Work Act 1974
- Equality Act 2010
- UK GDPR and Data Protection Act 2018

We also acknowledge proposals in Strengthening Protections in Unregistered Alternative Provision (DfE, 2024) and have designed this policy to meet or exceed those anticipated requirements.

Principles and Values

Our approach reflects Nulogic's four core values:

- Real Relationships: We handle complaints in a way that keeps communication open and constructive.
- Resilience: We see feedback, even when uncomfortable, as an opportunity to strengthen what we do.
- Relatability: We communicate clearly, avoid jargon, and ensure every complainant feels heard and understood.
- Respect: We treat all parties with courtesy, fairness and confidentiality.

We aim to provide a clear process, investigate impartially, resolve issues quickly, and use learning from complaints to improve practice.

Roles and Responsibilities

Complainant: Raise concerns promptly, provide clear details, and engage respectfully throughout.

Nulogic Staff: Listen, record concerns, and attempt early resolution wherever possible.

AEP Lead / Senior Lead: Lead or delegate investigations and ensure outcomes are fair, timely and documented.

Director of Education Responsible for Complaints: Oversee the process, ensure consistency, and act as final decision-maker where required.

Independent Reviewer (if required): Provide impartial review at Stage 3 if the complainant remains dissatisfied.

Stages of Complaint

Nulogic uses a three-stage process for handling complaints.

Stage 1 – Informal Resolution

Most issues can be addressed quickly by speaking with the relevant member of staff or AEP Lead.

Concerns should be raised within 20 working days. We will acknowledge within 5 working days and aim to resolve within 10.

Stage 2 – Formal Investigation

Formal complaints should be submitted in writing to the Director Of Education Responsible for Complaints. We will acknowledge within 5 working days, investigate impartially, and issue a written outcome within 20 working days.

Stage 3 – Independent Review

If dissatisfied, the complainant may request an independent review within 10 working days of the Stage 2 outcome. The review panel or independent reviewer will issue a final written outcome within 15 working days. This marks the end of Nulogic's internal procedure. Where placements are commissioned, complaints may also be raised with the commissioning body.

Complaints Involving Safeguarding, Health & Safety or Commissioners

Safeguarding: Complaints raising safeguarding concerns will be handled under the Safeguarding and Child Protection Policy and referred to the Designated Safeguarding Lead immediately.

Health & Safety: Complaints about safety or risk will be referred to the Health & Safety Lead.

Commissioners: Where Nulogic operates on behalf of a commissioning school or local authority, we will share complaint outcomes with them in line with data protection principles.

Unreasonable or Persistent Complaints

A complaint may be considered unreasonable if the complainant repeats the same issue, refuses to accept findings, uses abusive language, or raises numerous unconnected issues.

Nulogic may restrict contact, limit frequency of communication, or refuse to engage further once all stages are complete. Any such decision will be confirmed in writing and recorded.

Record Keeping, Confidentiality and Data Protection

All complaints, correspondence, and investigation records will be stored securely and confidentially. Information will be retained in line with data protection law and Nulogic's retention schedule. Access is restricted to those directly involved. Information may be shared with commissioners, safeguarding authorities, or regulators where legally required.

Learning and Policy Review

Complaints are an opportunity for learning. Following each complaint, we review causes, handling, and potential improvements. An annual summary is reviewed by senior leadership to identify patterns.

This policy will be reviewed every two years, or sooner if guidance or regulation changes.

End of Policy

This document replaces all previous versions of the Nulogic Complaints Policy.