Complaints Handling Procedure & Implementation Guide

Organization: Performia Academy (London, England)

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1. Introduction and Scope

Performia is committed to providing high-quality educational services with reasonable care and skill, in accordance with the **Consumer Rights Act 2015**. We value feedback and aim to resolve concerns transparently and fairly. This procedure outlines how parents, guardians, and students can raise concerns or formal complaints.

2. Staged Complaints Procedure

Stage 1: Informal Resolution

Most concerns can be resolved quickly through informal discussion. We encourage individuals to speak directly with the relevant instructor first.

- **Acknowledgement:** Within 5 school days.
- **Target Resolution:** Within 14 school days.

Stage 2: Formal Complaint

If the informal stage does not reach a satisfactory conclusion, a formal complaint may be submitted using the **Formal Complaint Form** (Appendix A).

- **Submission:** Must be in writing (an email) to dsl@performiaacademy.com.
- **Acknowledgement:** Within 5 school days.
- **Investigation:** A full investigation will be conducted by a senior staff member not previously involved.
- **Response:** A written response detailing findings and any proposed remedies will be issued within 14 school days.

Stage 3: Internal Appeal

If the complainant remains dissatisfied, they may request an appeal hearing with an independent panel member not involved in the original investigation.

3. Data Protection and Confidentiality

All complaints will be handled with appropriate confidentiality in accordance with the **UK GDPR and Data Protection Act 2018**. Data will only be shared with those involved in the investigation or as required by law. Records are maintained for a minimum of six years.

4. Unreasonably Persistent Complainants

While we respect the right to complain, we reserve the right to limit contact if a complainant becomes abusive or unreasonably persistent. Before any restrictions are applied, the individual will be issued a **formal warning** and given the opportunity to modify their behavior.

Appendix A: Formal Complaint Form

Complainant Details	
Full Name:	
Student Name (if applicable):	
Contact Email/Phone:	

Complaint Details

Description of the incident or concern:

(Please include dates, times, and names of witnesses where possible)

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Steps have already been taken to resolve the issue informally:

_____

Preferred Resolution:
(What outcome would you like from this complaint?)

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5. Website Implementation Strategy

To ensure transparency and accessibility, Performia will implement the following on the official website:

"Complaints and Feedback" Page Structure

- **Clear Distinctions:** A dedicated section explaining the difference between a "General Inquiry/Feedback," an "Informal Concern," and a "Formal Complaint."
- **Safeguarding Exception:** A prominent, high-contrast box stating: *"If your concern relates to a child's safety or safeguarding, please follow our **Safeguarding Policy** immediately."*
- **Secure Web Form:** A digital version of the Formal Complaint Form using HTTPS encryption, with an automated "Receipt Confirmation" email sent to the user.
- **Accessibility:** Ensure the policy is available in large print or alternative formats upon request, complying with the Equality Act 2010.

Compliance Note

As Performia is an enrichment center and not a DfE-registered independent school, this policy focuses on **Consumer Rights Act** compliance. Contractual disputes are handled internally or through civil mediation; they are not subject to Ofsted or DfE adjudication.