



LEARNER COMPLAINTS POLICY 2025-2026

SECTION 1: CONTEXT

1.1 The purpose of this Policy is to:

- Uphold Green Labyrinth’s mission statement “Empowering Learning, Transforming Lives” by providing a transparent and fair complaints process
- Provide details on the processes Green Labyrinth will follow when dealing with and recording complaints
- Providing established time scales.
- Details on how to keep stakeholders informed of the progress of their complaint.
- Ensure commitment to a full and fair investigation.

SECTION 2: STATUS

2.1 This policy was approved by the Senior Leadership Team on 28th August 2025.

2.2 The Learner Complaints Policy links to the following:

- Learner Equality and Diversity
- Learner Agreement
- Attendance
- Behaviour
- IQA and Assessment
- Plagiarism

SECTION 3: DEFINITIONS

3.1 There is no universally agreed international definition of the youth age group. For statistical purposes, however, the United Nations – without prejudice to any other definitions made by Member States – defines ‘youth’ as those persons between the ages of 15 and 24 years.

3.2 A complaint is an objection to something that is unfair, unacceptable, or otherwise not up to normal standards. Stakeholders of Green Labyrinth may have complaints about:

- The way they have been treated
- A grade they have received
- Their place on a learning programme going to serious review
- Losing their place on a learning programme

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- Not being offered a second or third year place
- Another aspect of their learning programme not meeting expected standards

SECTION 4: HOW TO COMPLAIN

4.1 If you are not satisfied

If you are not satisfied with the service you receive:

- speak to a trusted member of staff
- provide feedback via learner questionnaires
- arrange a meeting with a member of SLT or mentor team
- Contact us on spadmin@greenlabyrinth.co.uk or call 01793 236245

If possible, please provide as much factual detail about your complaint. You can include details such as; the aspect of Study Programme you are not satisfied with, date, time and lesson of a particular incident and the names of any learners, staff or other people who form part of the complaint.

4.2 Procedure

Our complaints procedure is designed to help learners and stakeholders register their concerns for Green Labyrinth to respond effectively and appropriately. Complaints are dealt with in two ways:

1. Informally – by talking to us.
2. Formally – by putting the complaint in writing at 1 Milton Road, Swindon, SN1 5JE

Once a complaint has been received, we endeavour to acknowledge receipt of that complaint within two working days. The learner’s mentor will be appointed to conduct an investigation, who will then contact the complainant to discuss the situation and work towards achieving an acceptable solution. If the complaint is considered serious, the nominated manager will also be involved in the investigation. We will ensure that your complaint is dealt with impartially and confidentially.

4.3 Outcome of the Investigation

On completion of the investigation, the complaint will be classified in one of three ways:

- Upheld – the complaint was fully justified and will result in corrective action being taken, e.g. an amendment of management/service procedures, staff training, improved communications.

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- Partially upheld – certain aspects of the complaint were considered justified and will result in follow-up action.

- Not upheld – the complaint was not justified, and no further action

will be taken.

4.4 Further Action

Where a complaint is fully or partially upheld, Green Labyrinth will take positive action to put things right, making every effort to prevent the same thing from happening again and will ensure the complainant is kept informed throughout. If a complaint is not upheld, the complainant will be advised accordingly.

SECTION 5: STAFF GUIDANCE FOR COMPLAINTS

5.1 Staff are asked to:

- Treat complaints with confidentiality and impartiality.
- Respond to complaints and feedback within two working days.
- Gain all required information and paperwork from the complainant.
- Keep the complainant and nominated manager informed at every stage (Initial Receipt, Investigation, Outcome, Further Action).
- Keep other staff informed when and if appropriate.

5.2 Recording of a Complaint

The learner’s mentor or nominated manager will lead on recording the complaint. All correspondence is to be uploaded to <https://cloud.green-inc.co.uk/> and a link copied into the MIS/Arbor contact log on the learner profile. Please contact Admin if you require the password for the Cloud.

5.2.1 Initial Receipt

An entry into History log must be created on MIS/Arbor at the Initial Receipt on the learner’s profile: **Learner Name – Complaint Regarding** _____ outlining the details of the complaint.

5.2.2 Investigation

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MIS/Arbor entry is to be updated at every significant stage of the investigation. The complainant will be contacted by the mentor or nominated manager with any significant updates. This may be in written format, a phone call or in person; whichever is most appropriate. If a letter is sent, a copy must be uploaded to the cloud and the link copied to MIS/Arbor. Any staff or other stakeholders concerned may be updated if appropriate.

5.2.3 Outcome

MIS/Arbor entry to be updated when the outcome (Upheld, Partially Upheld or Not Upheld) has been reached. The complainant will be contacted by the staff leading on the complaint with this outcome. This is to be in written format. A copy must be uploaded to the Green-Inc cloud and the link copied to MIS/Arbor. Any staff or other stakeholders concerned are to be updated.

5.2.4 Further Action

The agreement of the Board must be sought at this stage for all further action prior to implementation and proposal to the complainant.

If the complaint is Upheld or Partially Upheld, the MIS/Arbor entry must be updated with details of the Further Action to be taken, including Cloud links of relevant correspondence. Staff and stakeholders involved are to be informed and a timeline and deadline of Further Action provided. Once resolved, the entry on MIS/Arbor can be closed.

If the complaint is Not Upheld, the MIS/Arbor entry must be updated with details of the Further Action to be taken, including relevant correspondence uploaded to Cloud with link on MIS. If the complainant does not appeal (please see Section 6) within 10 working days of receipt of the Outcome, the entry on MIS/Arbor can be closed.

SECTION 6: APPEALS

If you are unhappy with the outcome of the complaint, you can request a review of the matter which will be undertaken by a different staff member and overseen by a member of the board. A further investigation will be undertaken to try to reach a solution acceptable to both the complainant and Green Labyrinth.

To do this, you can contact:

- Board of Directors, 1 Milton Road, Swindon, SN1 5JE 01793 236245

For further support, please contact:

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· Education Funding Agency (EFA), Freshford House, Redcliffe Way, Bristol, BS1 6NL (students aged 14 - 19 OR 14 – 25 if there are learning difficulties)

· The Department for Education, Castle View House, East Lane, Runcorn, Cheshire, WA7 2GJ.

SECTION 7: TIME PERIODS

The time periods set out in this procedure are for guidance and under some circumstances may be subject to extension. Where any such extensions are made, the complainant will be notified in writing.

SECTION 8: SERIAL AND VEXATIOUS COMPLAINANTS

A serial and/or vexatious complainant is someone who acts in an unreasonable manner and is unreasonably persistent in the manner in which they raise their complaint. Green Labyrinth has a duty of care to its employees and, when dealing with a serial and/or vexatious complainant, we reserve the right to refuse to investigate a complaint and, if required, will involve our legal team.

SECTION 9: VIOLENCE AND AGGRESSION

Acts of violence or aggression towards our staff, learners and visitors will not be tolerated. The police may be called to deal with such incidents and disciplinary or legal proceedings may follow.

SECTION 10: EVALUATION & MONITORING

10.1 This policy will be monitored by the Senior Leadership Team.

10.2 Complaints and appeals will form a part of Quality meetings to ensure any required improvements of service are implemented swiftly.

10.3 If appropriate, external staff may be appointed when dealing with certain complaints to ensure impartiality.

SECTION 11: REVIEW

13.1 The policy will be reviewed annually.

13.2 The next date of review will be August 2026.

13.3 Subsequent Reviews:

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| Reviewer | Review Date | Amendments Yes/No | Amendments Approved & Date |
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| R. Katatic | 15/08/2025 | Yes | Change of job title from Learning Mentor to Mentor Details on Arbor installation and how complaints will be electronically recorded in 25-26. |
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