



COMPLAINTS PROCEDURE

Introduction

We are committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of our students and their families. We will give prompt and serious attention to any concerns raised and will endeavour to reach a satisfactory conclusion for all concerned. To help us to achieve that outcome, the following procedures will be followed:

Stage 1

In the event of an individual having any concerns with the provision being offered by Duet, this should be discussed with the Principal, Sara Shaw, in the first instance. Most complaints should be resolved informally at this stage. The complaint and outcome will be logged.

The manner and conduct of the teacher and administration of the school is a matter between the student, or their representative, and the school.

Stage 2

If the individual is not satisfied with the initial response and/or outcome or if the issue reoccurs, the complaint must be made in writing to the Principal. The complainant must date and sign the complaint. Anonymous complaints will not be dealt with under this policy. The complaint must include the name of the student concerned with a factual explanation of the alleged incident, area of concern and be accompanied by any supporting documentation and details of action already taken to resolve the complaint.

Duet will endeavour to acknowledge the complaint within 3 working days of receipt. An investigation will be undertaken and the employee or volunteer, if applicable, notified and sent details of the complaint against them including any supporting documentation and evidence unless there are exceptional circumstances for not providing this information. The employee or volunteer will be asked to respond and state their case, providing any relevant information and evidence in support as soon as is reasonably practicable and in any event within 5 working days where possible of the notice of the complaint being sent to them.

The Principal will respond to the complainant in writing within 14 working days outlining the findings of the investigation and action taken. The written complaint will be stored within the student's personal record and recorded in the complaints log. A detailed record of the investigation and response will be retained.

Any unavoidable delays to the timescales above, will be communicated to the complainant and explanations given.

Stage 3

If the individual is not satisfied with the outcome of the investigation they should request a meeting with the Principal. The complaint will be discussed and a written record of the discussion and agreed decision or action made. All parties at the meeting will sign and date the

written record and receive a copy. The record will be stored with the student's records and in the complaints log. The signed record signifies that the procedure has concluded.

The complaints procedure and above details will be made available to parents/carers on request and on Duet's website. All complaints made within in our setting will be recorded in detail in the complaints log which will be made available to parents/carers if requested. The Principal is responsible for managing complaints.

SS

3/8/26