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COMPLAINTS POLICY

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Elite Mentors

Complaint Policy and Procedure

Date Published: 12 September 2025

Review date: 12 September 2027

INTRODUCTION

This document outlines how the Centre is committed to managing complaints in a fair, transparent, and non-discriminatory manner. It ensures that all learners have a clear and accessible opportunity to raise concerns and seek appropriate resolution regarding any aspect of their studies at the Centre.

Definition of a Complaint

Within the Centre's provision of tuition, learner support, and management of educational services, a complaint is defined as an expression of dissatisfaction or concern. This may relate to something that has occurred, something that has failed to occur, or the manner in which a matter has been handled.

Our guiding principle is to resolve the majority of concerns informally wherever possible. It is in everyone's best interests for issues to be addressed promptly and at the earliest opportunity. In most cases, concerns can be resolved through open discussion and effective communication. However, if you remain dissatisfied with the outcome, you may proceed to the formal complaints procedure as outlined in this policy, once informal attempts to resolve the matter have been exhausted.

To ensure that complaints can be fully and fairly investigated, you must provide complete and accurate information. Anonymous complaints will not normally be considered.

Expectations

- Each stage of the complaint's procedure has specified response times that will be adhered to.
- A formal complaints register will be maintained to record all complaints (see details below).

- All conversations and correspondence will be handled with discretion; however, some information may need to be shared with those involved in the investigation.
- Raising a concern or making a complaint should not negatively impact the relationship between the Centre and you or your child.
- During the investigation, the Centre will speak promptly with your child, any witnesses, and other relevant parties.
- The Centre and its directors are committed to conducting investigations properly and impartially. Once the investigation is complete, the person making the complaint will receive a written response within 20 Centre days.

Advice

- Many concerns can be resolved quickly and amicably, often by contacting the class teacher at an early stage.
- You may also seek guidance from independent organisations such as [Citizens Advice](#) , local community relations centres, or the [Advisory Centre for Education](#) .
- As the Centre can be busy, please make an appointment through the Centre office before any discussion. When booking, outline the purpose of your meeting and an estimated time needed with the staff member or Head of Centre. Focus on the key points and be concise—avoid long letters or emails.
- Bringing a friend or supporter can be helpful. They can listen, take notes, and help record main points and agreed actions, ensuring nothing is forgotten while you speak.
- Stay calm and avoid confrontation, as this can make it harder to resolve the issue effectively.
- Always ask, “What happens next?” to understand the next steps in addressing your concern.

Complaints Against a Member of Staff

- The complaints procedure is separate from any formal staff disciplinary processes. If a complaint leads to a disciplinary investigation, the complaints process will be paused. You will be informed of the delay and provided with updates every three weeks.
- If a complaint is made against a member of staff or a director, they will be notified and given an opportunity to respond.

Complaints Panel

- Parents, carers, or pupils who wish to escalate a complaint can refer it to a review committee, known as the complaints panel. This panel will consist of directors, two tutors, and two parents. The panel must include at least three individuals who have had no prior involvement with the complaint.
- The Head of Centre will not serve on the panel.
- Directors should consider equality and fairness when determining the composition of the panel.
- The panel review hearing represents the final stage of the complaints process within the Centre.

Complaints Procedure

Stage 1: Informal

- Concerns should be raised with the Centre as soon as possible.
- Begin by speaking to the teacher most closely involved to clarify the facts and try to resolve the issue through discussion.
- If necessary, you may also request a meeting with the Head of Centre or a senior staff member before making a formal complaint.

Stage 2: Formal Complaint

- If you are not satisfied with the outcome at Stage 1, you may submit a formal complaint in writing to the Head of Centre. The complaint will be acknowledged within three Centre days.
- The investigation will be conducted, and the outcome communicated to you within 20 Centre days. The written response will provide a full explanation of the decision and the reasons behind it. If additional time is required to provide a response, you will be informed. Where appropriate, the response will also outline the actions the Centre will take to resolve the issue.
- The Head of Centre may delegate the task of gathering information to another staff member, but the decision on any actions to be taken remains with the Head of Centre.
- Once a decision has been made, the Head of Centre will ensure you understand the outcome and the next steps if you remain dissatisfied.
- In some cases, the Head of Centre may refer the complaint directly to the Complaints Panel.
- If the complaint concerns the Head of Centre, it will be referred to the Chair of the Board of Directors.
- Complaints regarding the Chair of the Board or any individual director should be referred to the Clerk of the Board.

Stage 3: Final Complaint Stage

- If all attempts to resolve the complaint within the Centre are unsuccessful, you may refer your complaint to OFSTED, who can provide guidance on the final stage of the process.
- Information on how to contact OFSTED is available at the Centre's front desk.

[End of policy](#)