



Cobras AP Complaints Policy 1

Policy Statement

Cobras AP is committed to delivering high-quality education and support for all students, parents/carers, and stakeholders. We understand that, at times, concerns or complaints may arise. This policy sets out our approach to handling complaints in a fair, transparent, and timely manner.

We aim to resolve issues informally where possible and provide a structured procedure for more serious concerns.

2. Scope of the Policy

This policy applies to complaints from:

- Parents/carers of students
- Students
- Members of the public
- Professionals or organisations working with Cobras AP

Exclusions: This policy does not apply to:

- Staff grievances (see the Staff Grievance Policy)
- Child protection concerns (see our Safeguarding Policy)
- Admissions or exclusions (see relevant policies)

3. Guiding Principles

Cobras AP manages complaints based on the following principles:

- **Respect and courtesy** towards all parties
- **Confidentiality** maintained where appropriate
- **Timeliness** in addressing concerns
- **Fairness and impartiality** during investigation
- **Continuous improvement** informed by complaints and feedback



4. Complaints Procedure

Stage 1: Informal Resolution

- Raise the issue directly with the staff member involved or a relevant team leader.
- We encourage open dialogue to resolve issues promptly.
- A verbal or written response will be provided within 5 working days.

Stage 2: Formal Complaint

If the issue remains unresolved:

- Submit a written complaint to the **Head of Provision**.
- Include:
 - A clear explanation of the concern
 - Key dates and events
 - Actions already taken

What happens next:

- The Head of Provision will acknowledge the complaint within 3 working days.
- An investigation will be conducted.
- A written response will be provided within 10 working days, detailing findings and any actions taken.

Stage 3: Review by Senior Leadership or Governing Body

If you remain dissatisfied:

- Submit a written request for review within 10 working days of the Stage 2 outcome.
- A panel (including a member not previously involved) will review the complaint.
- A final written decision will be issued within 15 working days of receiving the review request.

5. Record Keeping

- A record of all complaints and their outcomes will be maintained for a minimum of three years.
- These records are confidential but may be accessed by oversight authorities if required.

6. Monitoring and Review

- This policy is reviewed annually by the Head of Provision.
- Updates are made as required to comply with current legislation and reflect best practices.

7. Contact Details



Formal complaints should be addressed to:

Head of Provision

Ruth Fettes and Rachel Fox

Email: info@cobrasap.co.uk

Phone: 07760293729

Last reviewed June 2025

