

COMPLAINTS POLICY & PROCEDURE

DEC 2025

Review date: DEC 2026

SCOPE

Nudge Education delivers bespoke interventions to support young people academically, socially and emotionally, helping them progress toward their next steps; whether that is reintegration into school, transition to a new provision, or entering the world of work. We strive to meet the highest standards in all aspects of our work and to provide an exceptional level of service through our trained professionals and resources.

However, we recognise that concerns may occasionally arise. This policy sets out the process to be followed when a young person, parent/carer, commissioning body or anyone else wishes to raise a complaint about any aspect of our services.

This Complaints Policy applies to all external stakeholders. Employees of Nudge Education should refer to the organisation's [Grievance Policy](#) for matters relating to internal employment concerns.

This policy should also be read in conjunction with our [Whistleblowing Policy](#), which outlines procedures for reporting serious concerns that fall outside the scope of this document.

STATEMENT OF INTENT

It is vitally important to us that there are open lines of feedback for anyone to have their voice heard should they experience any problems whilst partnering with Nudge Education.

We place great value in learning from challenges and obstacles that we come across as this will allow us to improve our practices and make sure that we have a culture of openness and fairness in everything that we do.

We aim to address complaints and feedback as swiftly as possible to ensure the person making the complaint is reassured we are striving to improve their situation.

We strongly believe in the power of human connection and believe that open conversation can resolve many uncertainties or queries. This policy relates to a party wishing to make a formal complaint if an informal resolution has not been reached.

COMPLAINTS PROCEDURE *A flowchart of this process is in Appendix A*

A complaint should be made within a reasonable timeframe as to allow us to gather valid information. To this extent, we may not recognise a complaint made after three months of an incident or grievance occurring.

If the complaint relates directly to a commissioning body rather than Nudge Education, we will advise you to contact them directly.

We have two methods of making a complaint at the time this policy has been written:

Email: Contact talktonudge@nudgeeducation.co.uk

Writing: Send a letter to the Nudge Education office at:

FAO: Complaints at Nudge Education
2 Sirius House
Amethyst Road
Newcastle Upon Tyne
NE4 7YL

We will not respond to any complaints in a public forum such as social media platforms.

We will respond in writing or by email and may call or arrange a meeting to gather further clarifications if required.

We will always make a written log of formal complaints for our own quality assurance and compliance purposes. These will be stored on a secure system with limited access to the documents.

We will initially respond within ten working days of a complaint being received as this will allow us time to investigate and collect relevant information. If the investigation cannot be concluded within this timeframe, a holding response will be sent out giving an update and estimated date of final response.

As part of the investigation, we will need to speak with the complainant directly. If the complainant is a young person, we would always ask that they be accompanied by an independent advocate or family member/carer where appropriate.

If an advocate cannot be sought, we would look to delay the investigation until one is found. Local independent advocacy services can be found online or by speaking with your local authority social services commissioning team.

The person(s) who undertakes the investigation will be completely independent of the matters related to the complaint.

On completion of the investigation, the lead investigator will communicate the outcome of the complaint to the complainant as either:

- **Upheld**
- **Partially Upheld**
- **Not Upheld**

This outcome will be communicated in writing.

Where the outcome will lead to disciplinary or similar actions, there may be a restricted response due to confidentiality issues.

STAGES OF THE COMPLAINT PROCESS

Stage 1 of the complaint process is triggered on the day that a Regional Lead receives the complaint. The Regional Lead then begins the initial investigation and will respond to the complainant within 10 working days. The Regional Lead then confirms with rationale whether the complaint is *Upheld*, *Partially Upheld* or *Not Upheld*.

If the complainant is not satisfied with the confirmed outcome at stage 1, they have 10 working days to escalate a challenge. If we receive written and/or email confirmation challenging the complaint outcome, this is then escalated to the Operations Manager/Service Manager as appropriate to investigate and respond. If 10 working days elapse without response, the Regional Lead will close the complaint.

Stage 2 of the complaint process is triggered on the day (via writing or an email), the relevant Regional Lead receives the challenge to the initial *Stage 1* decision. The Operations Manager/Service Manager will then have 10 working days to investigate this escalated complaint. The Operations Manager/Service Manager then confirms with rationale whether the complaint is *Upheld*, *Partially Upheld* or *Not Upheld*.

Stage 3 of the complaint process is triggered on the day (via writing or an email) the relevant Operations Manager/Service Manager receives the challenge to the initial *Stage 2* decision. The Operations Director/Director of Partnerships will then have 10 working days to investigate this escalated complaint. The Director then confirms with rationale whether the complaint is *Upheld*, *Partially Upheld* or *Not Upheld*.

Upheld.

This ends the internal complaints process.

What to do if you remain dissatisfied (External Escalation)

Stage 3 marks the end of Nudge Education's internal complaints process. If you feel your complaint has not been resolved to your satisfaction after this final review, you have the right to escalate your concerns externally.

Depending on the nature of your complaint, you may contact the following external or regulatory bodies:

- **The Commissioning Body:** Because Nudge Education delivers commissioned services, you may escalate your concerns to the specific body that funded and requested the intervention (e.g., the Local Authority, Virtual School, or referring mainstream school).
- **The Local Authority Designated Officer (LADO):** For unresolved complaints regarding safeguarding concerns, child protection, or the professional conduct of a staff member towards a child or young person.
- **The Information Commissioner's Office (ICO):** For unresolved complaints regarding data protection, privacy, or the handling of your personal information

ACCESSIBILITY OF POLICY

This policy is openly available via our [website](#) to young people, parents (including Corporate Parents for Looked After Children), carers, commissioners and associates of Nudge Education as well as any representatives from Awarding Bodies (e.g. ASDAN, NCFE, City & Guilds) and Regulatory Bodies (such as OFSTED or ISI).

Appendix A - Flowchart of Complaints and Appeals Process

Complaint made in writing or email to talktonudge@nudgeeducation.co.uk. This complaint is then picked up by the relevant Regional Lead. The Regional Lead then inputs details of the complaint into the Nudge Education complaint log.



STAGE 1

The Regional Lead conducts the investigation gathering relevant information and speaking to the appropriate sets of individuals involved. An initial response needs to be sent via email or letter within 10 working days from receiving the email/letter of complaint. The Regional Lead then confirms with rationale whether the complaint is Upheld, Partially Upheld or Not Upheld

Upheld

Partially Upheld

Not Upheld

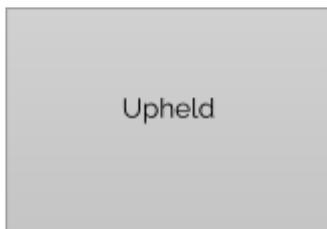


The complainant has 10 working days if they wish to escalate the confirmed result and Stage 1 response. If we receive written and/or email confirmation challenging the complaint outcome, this is then escalated to the Operations Manager/Service Manager as appropriate to investigate and respond. If 10 working days elapse without response, the Regional Lead closes the complaint.

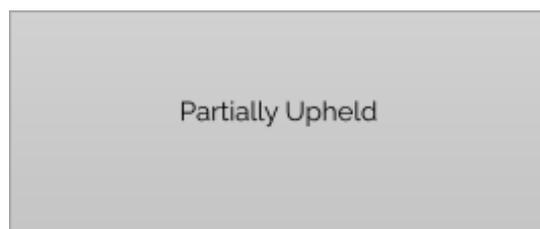


STAGE 2

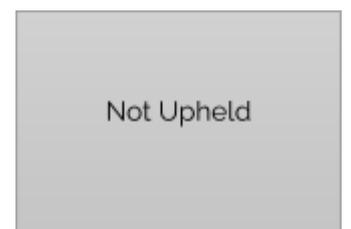
Should we receive confirmation via email or letter to inform us that the complainant is not satisfied with the stage 1 outcome, the Operations Manager/Service Manager will then have 10 working days to investigate this escalated complaint. The Operations Manager/Service Manager then confirms with rationale whether the complaint is Upheld, Partially Upheld or Not Upheld.



Upheld



Partially Upheld



Not Upheld

The complainant has 10 working days if they wish to escalate the confirmed result and Stage 2 response. If we receive written and/or email confirmation challenging the complaint outcome, this is then escalated to the Operations Director/ Director of Partnerships to investigate and respond. If 10 working days elapse without response, the Director closes the complaint.



STAGE 3

The Director will then have ten working days to investigate this escalated complaint. The Director then confirms with rationale whether the complaint is Upheld, Partially Upheld or Not Upheld. This will be the final written response.



Upheld

Partially Upheld

Not Upheld

STAGE 4



This policy has been signed off by the Nudge Education Directorate.
Charlotte Noutch
Director of Partnerships & Services
5 Dec 2025