



## **Nudge Education Complaints Procedure and Policy**

**November 2024**

**Next Review Date; November 2025**

### **Scope of Document;**

Nudge Education works intensively with our students to help them develop academically, socially and emotionally. We always aim to support students using a wide range of trained professionals and resources, however, we understand that sometimes we may not live up to these high expectations and this policy explains the process to be followed if an associate, student, parent/carer or commissioner should raise a complaint.

Employees of Nudge Education should refer to the Grievance Policy.

This policy has close links to our Whistleblowing policy.

## 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 working with Nudge Education.

We also place great value in learning from challenges and obstacles that we come across as this will allow us to develop 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 connections and believe that a 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 will generally not recognise a complaint made after three months of an incident or grievance occurring.

If the complaint relates directly to our commissioner 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](mailto: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 by writing or 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 student, we would always ask that they are 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 to 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 (via writing or an Asana form), the 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/Director of Partnerships as appropriate to investigate and respond. If 10 working days elapse without response, the Regional Lead closes the complaint down completely.

**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/Director of Partnerships will then have 10 working days to investigate this escalated complaint. The Operations Manager/Director of Partnerships 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/Director of Partnerships receives the challenge to the initial *Stage 2* decision. The Managing Director will then have 10 working days to investigate this escalated complaint. The Managing Director then confirms with rationale whether the complaint is *Upheld*, *Partially Upheld* or *Not Upheld*.

This ends the internal complaints process.

### **Accessibility of Policy**

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

It will be made aware to students upon the start of any programme of learning which is accredited by an awarding body.

Any employee-related complaints must follow the grievance procedure as outlined in the Grievance Policy.

## Appendix A; Flowchart of Complaints and Appeals Process



