

## Complaint Policy

### Version control

| Date | Action                                | Next review |
|------|---------------------------------------|-------------|
|      | New policy                            | N/A         |
|      | Policy reviewed and approved by Board |             |
|      |                                       |             |

At Cresconova Labs, we are committed to providing a supportive and inclusive environment where all students, parents, staff, and stakeholders feel valued and heard. We recognise that concerns or complaints may arise and aim to address them promptly, fairly, and transparently.

This policy outlines how complaints are handled to ensure resolution in line with our commitment to continuous improvement and excellence.

### 1. Purpose

The purpose of this complaint policy is to:

- Provide a clear and accessible process for raising concerns.
- Ensure complaints are handled fairly, promptly, and with respect.
- Use feedback to improve our services and experiences.

### 2. Scope

This policy applies to:

- Concerns raised by students, parents, staff, or visitors regarding teaching, facilities, administration, or staff conduct.
- Issues related to the quality of education, safety, or inclusivity at Cresconova Labs.

This policy does not cover issues governed by external authorities or legal proceedings, which will be referred to the appropriate bodies.

This policy deals with concerns or complaints from parents of children who are currently enrolled with Cresconova Labs and children who were previously enrolled, provided the complaint was initially raised when the child was still registered. For the purpose of this policy the term “parents” refers to parents/carers/legal guardians.

Any member of the public may also raise a concern or complaint about the facilities or services provided by Cresconova Labs. In these rare instances, and where the matter raised falls within

scope, the Chief Creative Officer is authorised to use this policy to investigate and respond to the complainant in writing.

If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or Tribunals, this may impact our ability to adhere to the timescales within this policy or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

We do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening. Cresconova will immediately suspend the complaint process where the behaviour of the complainant is deemed to be unreasonable. Where a complaint is deemed by Cresconova to be unreasonable or vexatious, there will be no further action taken.

### 3. Informal Resolution – Stage 1

We encourage complainants to address concerns informally in the first instance:

1. **Discuss Directly with the Relevant Staff Member:** Raise the issue with the person involved to seek clarification or resolution. It is hoped that most concerns can be expressed and resolved on an informal basis. Cresconova Labs encourages those that have concerns to raise them with the appropriate person and to work constructively with that person towards resolving them. Most concerns can be dealt with without resorting to the formal stages of the complaint procedure. The member of staff will acknowledge the complaint as soon as possible, normally within 3 business days of receipt. They will try to identify areas of agreement and clarify any misunderstandings that might have occurred. They may make a written record of your concern or complaint, the date on which it was received and then try to resolve the matter themselves or refer you to the appropriate person.
2. **Escalate to a Supervisor:** If unresolved, bring the concern to the Makerspace Manager or Chief Creative Officer, who will work with you to resolve the issue informally. Written records may be made of the date of escalation, context to the complaint and any discussions held. Most matters can be resolved satisfactorily within 15 working days of escalation. If the issue remains unresolved, a request may be made for formal resolution at Stage 2.

### 4. Formal Complaint Process – Stage 2

If the issue cannot be resolved informally, a formal complaint can be submitted.

#### Step 1: Submitting a Complaint

- Complaints must be submitted in writing using the complaint form (available at the reception or on our website) or via email to [christine.braun@cresconova.org](mailto:christine.braun@cresconova.org).
- Include the following details:
  - Name and contact information of the complainant.
  - Description of the complaint, including relevant dates and people involved.

- Desired resolution or outcome.

Assistance is available for individuals with accessibility needs.

### **Step 2: Acknowledgment**

- Cresconova Labs will acknowledge receipt of the complaint within 3 business days, providing details of the process and the expected timeline.

### **Step 3: Investigation**

- An impartial investigator, such as a manager or senior staff member, will be assigned to the case.
- The investigator may (without limitation):
  - Speak with the complainant and relevant parties.
  - Review relevant documentation, CCTV footage, or other evidence.
  - Assess policies and procedures relevant to the issue.
  - Record the date on which the complaint is received
  - Obtain statements from the complainant and those involved with the complaint

During the investigation, the investigator will keep a written record of any meetings/interviews in relation to the investigation.

### **Step 4: Response**

- A written response will be provided to the complainant within 30 business days of acknowledgment. If the investigator is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will include:
  - A summary of the findings.
  - Actions taken (or not taken) and the reasons behind the decision.
  - Information about next steps if the complainant is dissatisfied with the outcome.

## **5. Appeals Process**

If the complainant is not satisfied with the outcome, they may appeal the decision:

1. Submit an appeal in writing within 10 business days of receiving the response, addressed to the Chief Creative Officer ([christine.braun@cresconova.org](mailto:christine.braun@cresconova.org)) or designated senior leader.
2. The appeal will be reviewed by an impartial senior staff member not previously involved in the complaint.
3. A final written response will be provided within 15 business days of receipt of the appeal.

## 6. Confidentiality and Data Protection

- All complaints will be handled confidentially and in compliance with the UK GDPR and Data Protection Act 2018, in accordance with our Privacy Policy.
- Complaints will remain confidential within Cresconova Labs unless a referral to external agencies is required or advisable by law/statutory guidance.

## 7. Record Keeping

- All complaints, investigations, and outcomes will be documented and securely stored for 3 years to ensure accountability and facilitate continuous improvement.

## 8. Accessibility

- This policy is available in alternative formats (e.g., large print, translated versions) upon request.
- Assistance will be provided for individuals with disabilities or additional needs to ensure they can participate in the process.

## 9. Contact Information

For questions or to submit a complaint, please contact:

**Email:** [christine.braun@cresconova.org](mailto:christine.braun@cresconova.org)

**Phone:** 19788956693

**Address:** 47 Redcliffe Gardens, London

## 10. Review and Updates

This policy will be reviewed annually to ensure effectiveness and alignment with best practices.