

Evolution Education

Complaints Policy (2026–2027)

1. Purpose of This Policy

Evolution Education is committed to providing a high-quality, safe, and inclusive educational experience for all students. We expect all staff, students, and families to be treated with respect and recognise the value of feedback in supporting continuous improvement.

Occasionally, concerns or complaints may arise. This policy sets out the procedure for managing complaints promptly, fairly, and transparently, in line with:

- DfE Best Practice Guidance for School Complaints Procedures
- Keeping Children Safe in Education (KCSIE 2025)
- LBBD Alternative Provision Standards
- DfE Alternative Provision Framework (2025)

This policy applies to all students placed at Evolution Education through commissioned arrangements.

2. Principles

Evolution Education is committed to ensuring that all complaints are:

- Taken seriously
- Handled with professionalism, sensitivity, and respect
- Investigated fairly and impartially
- Resolved as quickly as possible
- Escalated only where necessary
- Managed in line with safeguarding expectations

Most concerns can be resolved informally. Formal complaints should be pursued only where informal resolution has not been successful.

3. Stages of the Complaints Process

Stage 1 – Informal Resolution

Parents and carers are encouraged to raise initial concerns with the **Centre Manager** or the student's **Pathway Lead**.

Evolution Education will aim to resolve concerns at this stage within **three school days**.

Where the issue cannot be resolved informally, the complainant may proceed to Stage 2.

Stage 2 – Formal Complaint (Written)

Formal complaints must be submitted in writing to the Complaints Inbox:

admin@evolution-sportsgroup.com
(Alternative: **info@evolution-sportsgroup.com**)

Complaints should include:

- Name of parent or carer
- Name of student
- Clear description of the complaint
- Steps already taken to resolve the concern
- Preferred outcome

Acknowledgement: within three school days

Full response: within ten school days, unless further investigation is required

Investigation

Complaints will be investigated by:

- The Chief Executive Officer (Designated Safeguarding Lead), or
- A senior leader not previously involved in the matter

A meeting may be offered where this supports clarity and resolution.

Any safeguarding concerns identified during this process will be addressed immediately under safeguarding procedures and will not be delayed by the complaints process.

Stage 3 – Escalation to the Local Authority (LBBDD)

If the complainant remains dissatisfied following Stage 2, the complaint may be escalated to:

London Borough of Barking and Dagenham (LBBDD)
Alternative Provision Lead – Education

The Local Authority will:

- Review whether the complaints process has been followed appropriately

- Determine whether further investigation is required
- Provide feedback or recommended actions

This escalation route reflects the fact that Evolution Education is **commissioned directly by the Local Authority**, rather than governed by an individual school governing body.

Stage 4 – Independent External Review

If the matter remains unresolved following Local Authority review, the complainant may contact:

Local Government Ombudsman (LGO)

For concerns relating to maladministration in the handling of the complaint.

Department for Education (DfE)

For concerns relating to statutory compliance or safeguarding duties.

External bodies will not consider complaints until all internal and Local Authority stages have been completed.

4. Unreasonable or Vexatious Complaints

Evolution Education may apply proportionate restrictions where complaint behaviour becomes unreasonable, abusive, or vexatious. This may include, but is not limited to:

- Aggressive, threatening, or intimidating behaviour
- Persistent repetition of issues that have already been addressed
- Refusal to follow established processes
- Use of discriminatory, abusive, or offensive language

Where restrictions are applied, communication may be limited to written correspondence with the Chief Executive Officer only.

5. Complaint Records and Confidentiality

- All complaints are logged within the internal Complaints Register
- Records are stored securely and treated as confidential
- Data is used for internal quality assurance and Local Authority monitoring
- Outcomes may inform staff training or procedural improvement
- Records may be reviewed during LBBD AP quality assurance visits or safeguarding audits

6. Safeguarding Concerns

Safeguarding concerns are handled immediately and separately from the complaints process, in line with:

- Evolution Education Safeguarding & Child Protection Policy
- Keeping Children Safe in Education (KCSIE 2025)
- LBBD safeguarding procedures

Designated Safeguarding Lead (DSL):

Eugene Dwaah

Deputy Designated Safeguarding Lead (DDSL):

Lloyd Dwaah

7. Monitoring and Review

This policy is reviewed annually by the Chief Executive Officer as part of Evolution Education's safeguarding and quality assurance processes and in line with Local Authority oversight.

Last Reviewed: January 2026

Next Review Due: January 2027

8. Contact Details

Complaints Inbox (Primary):

admin@evolution-sportsgroup.com

General Enquiries:

info@evolution-sportsgroup.com