COMPLAINTS POLICY

No Boundaries Alternative Provision Ltd

Purpose

At No Boundaries, we are committed to delivering high-quality services and creating a safe, respectful environment for all learners, parents/carers, commissioning schools/LAs, staff, contractors and visitors . We welcome feedback, including complaints, as they provide us with valuable insights to improve our programs and services.

This policy outlines our approach to handling complaints efficiently, fairly, and transparently.

Scope

This policy applies to:

- Members and participants
- Parents or guardians
- Staff, coaches, and volunteers
- General public

Complaints may relate to:

- The education, support or activities provided; the conduct of staff or contractors; safeguarding or welfare concerns; equality or discrimination; health and safety; communication; and whether No Boundaries has followed its own policies or agreed placement arrangements.
- Behaviour of staff, volunteers, or other participants
- Quality or safety of facilities or equipment
- Discrimination, harassment, or abuse
- Breach of No Boundaries policies or procedures
- Any aspect of the services provided by No Boundaries

Where a complaint raises a safeguarding concern or allegation that a child may be at risk of harm, it will be dealt with immediately in accordance with the No Boundaries Safeguarding and Child Protection Policy. The complaints procedure will not be used in a way that delays or replaces appropriate safeguarding action or referral.

Principles

We will:

- Treat all complaints seriously, fairly, and confidentially
- Handle complaints promptly and within set timeframes
- Investigate impartially, with a focus on resolution
- Keep complainants informed throughout the process
- Record and monitor complaints to identify trends and improvements

Making a Complaint

Complaints can be made using the Complaints Form and can be submitted by email, marked for the attention of Tabitha Rowley, Director.

- By email to: info@noboundariesap.co.uk

- In writing: No Boundaries Alternative Provision Ltd
  Stokenchurch Community Centre
  Bartholomew Tipping Way
  Stokenchurch
  HP14 3RX

We encourage complaints to be made as soon as possible after the issue arises.

Where a complaint involves a safeguarding concern, it should be reported immediately to the Designated Safeguarding Lead at safeguarding@noboundariesap.co.uk. Safeguarding concerns will be managed in accordance with our Child Protection and Safeguarding Policy.

Complaints Procedure

Stage 1 – Informal Resolution

- Many issues can be resolved informally by speaking directly with the relevant staff member.
- If the complainant is not satisfied, or the matter is serious, it should proceed to Stage 2.

Stage 2 – Formal Complaint

- Submit the complaint in writing (email or letter).

A No Boundaries Manager will:

- Acknowledge the complaint within 3 working days
- Investigate the issue thoroughly
- Respond with findings and any actions taken within 10 working days

Stage 3 – Appeal

- If the complainant is dissatisfied with the outcome of their formal complaint, they may submit a written appeal within 7 working days of receiving the decision.
- The appeal should explain why the complainant remains dissatisfied and identify any matters they believe have not been adequately addressed.
- Where possible, the appeal will be reviewed by a Director who was not involved in the original investigation or decision.
- Where both Directors have been involved, or where the complaint concerns both Directors, No Boundaries will arrange for an appropriately experienced independent person to review the complaint and the way it was handled.
- The person reviewing the appeal will consider the original complaint, the investigation undertaken, the outcome reached and any additional relevant information provided.
- A written appeal outcome will normally be issued within 10 working days of receiving the appeal. Where additional time is required, the complainant will be informed of the reason and given a revised response date.
- The appeal outcome represents the final stage of No Boundaries' internal complaints procedure. Complainants will be informed of any appropriate external routes for raising unresolved concerns.

Stage 4 - External Review Process

If the complainant remains dissatisfied after completing No Boundaries's internal complaints and appeals procedure, they may seek independent advice or refer the matter to an appropriate external organisation, governing body, regulatory authority, or mediation service where applicable.

This may include:

- the commissioning school or Local Authority
- relevant safeguarding authorities/LADO where appropriate
- Police where criminal matters are involved
- other relevant regulatory/statutory bodies.

No Boundaries will cooperate fully with any lawful external investigation or review process.

Confidentiality and Protection

All complaints will be handled in accordance with relevant data protection and safeguarding policies. No complainant will face discrimination or repercussions for lodging a complaint in good faith.

Where appropriate, No Boundaries may inform the commissioning school or Local Authority that a complaint has been received and may involve them in resolving the matter, taking account of confidentiality, safeguarding and data protection requirements.

Monitoring and Review

Complaints will be logged and monitored regularly to identify trends and areas for improvement. This policy will be reviewed annually or as required.

Contact Details

No Boundaries

Email: info@noboundariesap.co.uk

Address: No Boundaries Alternative Provision Ltd
Stokenchurch Community Centre
Bartholomew Tipping Way
Stokenchurch
HP14 3RX

Responsibility

Complaints are overseen by Tabitha Rowley, Director of No Boundaries. The policy is reviewed annually.

Reviewed: November 2026 by Tabitha Rowley. Next review date: August 2027.

Summary Table

Stage	Action	Timescale
1 – Informal	Raise with staff or management	As soon as possible
2 – Formal	Acknowledge within 3 working days; respond within 10 working days	10 working days
3 – Appeal	Appeal within 7 days; final response within 10 working days	10 working days after appeal

4 – External review	Appropriate external organisation, where applicable	Depends on organisation

Complaint Form

Please complete this form and return to email address or post to No Boundaries

Your Contact Details

Name:

Address:

Email:

Are you filing on behalf of someone else?

(If yes, please give details and your relationship)

Which service or individual is your complaint about?

Date of incident / concern:

Description of Complaint:

(Please include relevant facts, sequence of events, names, times, etc.)

What would you like to see happen as a result of your complaint?

Have you already sought informal resolution? (If yes—please explain outcome)

Do you have any documentation/evidence you wish to attach?

Signature: Date: