



Complaints Procedure

We aim to:

- enable students, parents, carers or staff to voice a complaint relating to any aspect of their experience with the organisation.
- attempt to resolve the issues or complaint at the earliest opportunity.
- record and track any complaint to prompt action through a standardised approach.
- facilitate a student's ultimate right of complaint to the awarding body for qualifications, where appropriate (further details specific to this given
- protect the interests of all learners and the integrity of qualifications.

Please note that any complaint related to safeguarding issues will be dealt with primarily under our Safeguarding and Child Protection Policy, though we would seek to communicate with the person making the complaint following the timescales outlined below in order to update on the process where possible.

General Principles

Wherever possible, anyone with a concern is encouraged to raise their concerns as soon as possible informally with a member of staff. Only if the complaint has been looked into but not satisfactorily resolved in the view of the complainer shall further procedures be started.

At all stages, the person investigating the complaint should be a member of the management and should in no way be implicated in any possible way in the complaint. If necessary, s/he shall take appropriate action.

Any person who would find it difficult to express their complaint coherently, either informally or in writing, will be supported with the process.

At all stages, detailed written record will be kept. All formal complaints are logged and recorded for future reference, with a record of satisfactory stage 2 completion or escalation to stage 3. A record is kept of all actions taken. All correspondence and records related to the complaint are kept confidential, with the exception of information requested by the Secretary of State or where disclosure is required for Safeguarding reasons or for the purposes of an inspection. Details of individual complaints will be kept only for as long as is reasonably necessary under the terms of the GDPR.

Stage 1 – informal concern

Wherever possible, anyone with a concern or complaint is encouraged to raise this as soon as possible informally with a member of staff. This should be resolved within 10 days.

Stage 2 - formal complaint



If anyone wishes to make a formal complaint, s/he should do so in writing to the Director. If the complaint relates to the Director, s/he should write to the Trustee with responsibility for the process, usually the Chair.

The Director or Trustee shall act promptly to investigate the complaint speedily thoroughly and objectively, meeting all persons involved so that their case may be put forward. He or she will inform all the other persons involved of his/her decision following the meeting.

The complaint will be acknowledged by email or letter within three working days in term-time, and as soon as practicable in school holidays, and a decision will be notified to the complainant within 15 working days. If this falls wholly or partly within school holidays the timescale may be slightly extended.

Stage 3 - formal complaint to the Trustees

If the parent or carer lodging the complaint is not satisfied with the Stage 2 procedure, they should contact the Chair of the Trustees, though it should be noted that grounds for this should normally relate to factual inaccuracies or procedural errors rather than a disagreement with the outcome of the investigation of Stage 2. The Chair will investigate the complaint, allowing all parties concerned to put their points of view forward. This will take the form of a Hearing and will be conducted by a panel comprising three people who are not involved with the complaint. One of these people will be entirely independent from the running of Eagle's Nest. The parent or carer lodging the complaint may bring one person to support them at this Hearing,

The Hearing will decide if any action should be taken. This decision will be communicated to all who need to know.

Every effort will be made to hold the Hearing within 15 working days of the request, though it is unlikely that Hearings will take place in the school holidays.

Appeals process for qualifications

We aim to:

1. enable students to enquire, question or appeal against an assessment decision,
2. attempt to reach agreement between student and assessor at the earliest opportunity
3. standardise and record any appeal to ensure openness and fairness.
4. facilitate a student's ultimate right of appeal to the awarding body, where appropriate.
5. protect the interests of all students and the integrity of the qualification.

To do this, we will:



- have a staged appeals procedure that students are made aware of
- record, track and validate any appeal
- forward the appeal to the awarding body when a student considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- keep appeals records for inspection by the awarding body for a minimum of 18 months
- take appropriate action to protect the interests of other students and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement.

These procedures were agreed by Trustees on 14th October 2025, and the email trail to evidence this is stored in this meeting file.