

CLEARSPACE LEARNING LTD

COMPLAINTS POLICY

Company Registration	15950890
Policy Owner	Stuart Knox (Director)
Version	1.0
Date of Issue	October 2026
Review Date	October 2027
Approved by	Stuart Knox, Director

1. POLICY STATEMENT

1.1 Our Commitment

Clearspace Learning welcomes feedback, including complaints. We treat every complaint as an opportunity to put something right and to improve our provision. This policy sets out how to raise a concern or complaint, what happens next, and how long each stage should take.

This is the standalone Complaints Policy referred to in our Attendance Policy, Equality & Diversity Policy, Data Protection & Privacy Policy, and SEND Policy.

1.2 Who Can Complain

- Parents and carers
- Young people themselves
- Commissioning schools
- Oxfordshire County Council or any other commissioning local authority
- Any other professional involved in a CYP's placement

1.3 Scope

This policy covers complaints about any aspect of Clearspace's provision, conduct, or decisions, including (but not limited to) teaching and support, attendance handling, safeguarding process (as distinct from the safeguarding concern itself, which is handled under the Safeguarding Policy), communication, and how personal data has been handled (Section 7 sets out the dedicated data-complaints route).

This policy does not cover a safeguarding disclosure or concern about a child's welfare — that is reported immediately under the Safeguarding and Child Protection Policy, not raised as a complaint.

2. OUR PRINCIPLES

- Complaints are taken seriously and handled without defensiveness
- Raising a complaint will never be held against a CYP or family, or affect the placement
- We aim to resolve concerns at the earliest, most informal stage possible
- Timescales are kept to wherever possible, and we communicate promptly if they cannot be
- A complaint about Stuart Knox personally is handled by the Governance & Advisory Panel, not by Stuart Knox

3. STAGE 1 — INFORMAL RESOLUTION

Most concerns are best resolved quickly and informally.

How to raise it:

- Speak with Stuart Knox directly: 07986 622049
- Or email: info@clearspacelearning.com

What happens:

- Stuart Knox will listen, discuss the concern, and agree next steps with you, usually within 5 working days

- Many concerns are resolved at this stage without needing to go further

If you are not satisfied with the outcome, or would prefer to raise the matter formally from the outset, you can move to Stage 2 at any time.

4. STAGE 2 — FORMAL COMPLAINT

How to raise it:

- In writing, by email to info@clearspacelearning.com, or by letter
- Please set out what happened, when, who was involved, and what outcome you are looking for

What happens:

- Acknowledged in writing within 5 working days
- Investigated by Stuart Knox (or, where the complaint concerns Stuart Knox, by a member of the Governance & Advisory Panel)
- Full written response provided within 20 working days of the complaint being received
- If more time is genuinely needed (e.g. the complaint is complex or involves third parties), you will be told why, and given a revised timescale, before the 20 working days is up

What the response will include:

- A summary of what was investigated
- The outcome and the reasons for it
- Any action Clearspace will take as a result
- How to escalate if you remain unhappy

5. STAGE 3 — ESCALATION

If you remain dissatisfied after a Stage 2 response, you can escalate the complaint:

Where the placement is commissioned by a school or local authority:

- Raise the matter with the commissioning school or local authority, who retain oversight of the commissioned placement
- For an Oxfordshire County Council commissioned placement, this is via your usual OCC contact (e.g. the SEN caseworker or Start Well Brokerage)

Independent oversight:

- Clearspace's Governance & Advisory Panel (Tim Parkhouse, Kelsey Walker) provides an independent escalation route and can review how a complaint was handled

Ofsted:

- Where a complaint raises a safeguarding or welfare concern about registered provision, you may also contact Ofsted
- Ofsted: 0300 123 1231 — www.gov.uk/government/organisations/ofsted

6. COMPLAINTS ABOUT SAFEGUARDING DECISIONS

A complaint about how a safeguarding matter was handled (as opposed to reporting a new safeguarding concern) is investigated under this policy, but the investigating person will always check first with the Designated Safeguarding Lead (or Deputy DSL, if the complaint concerns the DSL) that nothing about the complaint itself needs to be treated as a fresh safeguarding referral.

7. DATA PROTECTION COMPLAINTS

A complaint specifically about how your personal data, or your child's personal data, has been collected, used, shared, or stored follows this dedicated route, consistent with our Data Protection & Privacy Policy (Section 23):

Step 1 — Contact our Data Protection Officer:

- Stuart Knox (DPO): info@clearspacelearning.com or 07986 622049
- We will respond within one calendar month of receiving your complaint

Step 2 — Information Commissioner's Office (ICO):

- If you remain unhappy, or at any point you prefer not to raise it with us first, you can complain directly to the ICO
- You do not have to complete our internal process before contacting the ICO

- ICO website: ico.org.uk/make-a-complaint
- ICO helpline: 0303 123 1113
- Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

8. RECORD KEEPING

- A log of all formal complaints is kept, including the outcome and any action taken
- Records are retained for a minimum of 7 years
- Complaint records are reviewed termly by Stuart Knox to identify any pattern or recurring issue
- A summary of complaints (anonymised) is shared with the Governance & Advisory Panel as part of its standing review

9. UNREASONABLE OR PERSISTENT COMPLAINTS

Where a complaint has already been fully investigated and responded to, and the same matter is raised repeatedly without new information, Clearspace may, after explaining its reasoning in writing, limit further correspondence on that specific matter — without affecting the complainant's right to escalate under Section 5.

10. MONITORING AND REVIEW

- Reviewed annually (October 2027)
- Updated in response to changes in legislation, Ofsted requirements, or the AP Open Framework Contract
- Published on our website and shared with commissioning schools and local authorities

11. RELATED POLICIES

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Data Protection and Privacy Policy
- Equality and Diversity Policy
- Attendance and Punctuality Policy
- SEND Policy

12. KEY CONTACTS

Clearspace Learning:

- Stuart Knox (Director / DPO): 07986 622049
- Email: info@clearspacelearning.com

Independent escalation:

- Governance & Advisory Panel — via info@clearspacelearning.com, marked for the Panel's attention

External bodies:

- Ofsted: 0300 123 1231
- ICO: 0303 123 1113 / ico.org.uk/make-a-complaint

POLICY APPROVAL

This Complaints Policy has been reviewed and approved by:

Stuart Knox

Director, Clearspace Learning Ltd

Date: October 2026

Next Review Date: October 2027

Company Registration: 15950890

Contact: info@clearspacelearning.com | 07986 622049