



Complaints Policy

At **Jigsaw AP**, we are committed to working in partnership with home schools, parents and all other key stakeholders to deliver a high-quality service for all. Should we fall short of this standard for any reason, we welcome feedback so that we can review and improve our practice for the future. Our complaints policy is available to all stakeholders. Records of all complaints are retained for a minimum of three years, and a summary of complaints is available to home schools and parents upon request.

A Director is usually responsible for dealing with complaints. If the complaint is about a Director, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members or associates will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of **Jigsaw AP** activity:

- The manager will discuss the matter informally with the home school, parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member or associate and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made **Jigsaw AP's** practices or policies as a result of the complaint
- Meet relevant parties to discuss **Jigsaw AP's** response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to **Jigsaw AP's** DSL, who will then contact the home school or Local Authority Designated Officer (LADO) and follow the procedures of the **Child Protection and Safeguarding Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about **Jigsaw AP** at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

This policy was adopted by: **Jigsaw AP**
Updated: August 2026