

Kind Education: Complaints Policy

Company Name:	Kind Education Ltd (“the Company”)
Policy No.:	KE, CP 1.0
Policy Name:	Complaint’s Policy and Procedure
Date:	August 2025
Version:	V. 1.0, August 2025

Introduction

At Kind Education, we are committed to providing high-quality staffing solutions to schools and educational settings, with a particular focus on supporting children and young people with Special Educational Needs and Disabilities (SEND). We take all complaints seriously and view them as opportunities to reflect, improve, and ensure that we uphold our standards in safeguarding, compliance, professionalism, and care.

This Complaints Policy outlines how clients, candidates, and third parties can raise concerns about any aspect of our service. It is to be read alongside our Safeguarding Policy, Allegations Policy, Code of Conduct and Safer Recruitment Policy.

2. Scope of the Policy

This policy applies to:

- Any school, local authority, or client using our services.
- Any candidate or member of staff supplied by Kind Education
- Any employee of Kind Education
- Any third party interacting with our services.

Complaints can include, but are not limited to:

- Concerns about a candidate’s, volunteer’s or staff member’s conduct, behaviour, or performance.
- Issues relating to safeguarding or safety of children.
- Concerns about Kind Education’s services.

This policy is inclusive of all parties and aims to ensure that complaints are handled consistently, transparently, and fairly across our organisation.

3. Safeguarding and Serious Concerns

If a complaint suggests that a candidate or staff member may pose a risk to a child, the matter will be immediately referred to our Designated Safeguarding Lead and, where necessary, the Local Authority Designated Officer (LADO). This includes if someone has:

- Behaved in a way that has harmed or may harm a child
- Possibly committed a criminal offence against or related to a child
- Acted in a way that suggests they may not be suitable to work with children

4. How to Make a Complaint

We welcome complaints via email, phone, or post:

- **Email:** info@kindeducation.co.uk
- **Phone:** 0117 990 3650
- **Post:** Kind Education, Easton Business Centre, Felix Road, Bristol, BS5 0HE

We recommend submitting a complaint in writing and including the following:

- Your name and contact details
- Details of the complaint (what happened, when, where, who was involved)
- Any supporting documentation
- The outcome you are seeking (if applicable)

5. Complaints Procedure

Phase 1: Acknowledgement

- We aim to acknowledge all complaints within 3 working days.
- We will explain our complaints process and assign a senior member of staff to handle your case.

Phase 2: Investigation

- We will conduct an internal investigation, which may include speaking with the candidate, client, or other relevant parties.
- The investigation will be led by a senior manager or director not directly involved in the case.
- We may ask you for additional information or documentation during this process.

Phase 3: Outcome and Response

- You will receive a written response with our findings and outcome within 10 working days of the original complaint being acknowledged.
- If the matter is complex and requires more time, we will let you know and provide an updated timescale.

Phase 4: Resolution and Follow-Up

- If the complaint is upheld, we will outline any action taken (e.g. retraining, removal from register, changes to procedure).
- If the complaint is not upheld, we will explain the reasons why.
- All outcomes will be documented and stored confidentially.

Phase 5: Appeals

- If you are dissatisfied with the outcome, you may request a review by our director.
- We aim to acknowledge receipt of your review within 3 working days.
- A final decision will be made within 5 working days of the request for review being acknowledged.

6. Candidate Complaints or Concerns

If a client raises a complaint against a candidate:

- The candidate will be informed and invited to a review meeting.
- The matter will be logged on their record.
- Minor issues may result in informal warnings or refresher training.
- Serious or repeated complaints may lead to suspension or removal from our register.

If a candidate wishes to raise a concern about a placement:

- They are encouraged to speak to their consultant.
- We will always treat concerns sensitively and act in the candidate's best interests.

7. Complaints Against Kind Education

If a client, or candidate wishes to complain about our service or our team:

- The matter will be handled by a senior leader not involved in the issue.
- We will follow the same staged process above.
- We will always strive to resolve issues quickly, fairly, and with transparency.

8. Escalation to External Bodies

If a complainant remains dissatisfied with the outcome of a raised complaint, our director will provide guidance and point the complainant in the right direction for taking the matter further. This may include advising you on relevant external bodies such as regulatory authorities, safeguarding teams, or professional conduct organisations, depending on the nature of the concern.

9. Monitoring and Review

All complaints are logged and reviewed regularly by our leadership team. We use this data to identify trends, address recurring issues, and continually improve our service.

This policy is reviewed annually or in response to changes in legislation or regulatory guidance.

Contact Us If you have any questions about this policy or wish to make a complaint, please contact:

Kind Education Complaints Team

Email: info@kineducation.co.uk

Phone: 0117 990 3650

Address: Easton Business Centre, Felix Road, Bristol, BS5, 0HE