

Concerns, Complaints and Compliments Policy

Frobel Education



Frobel Education's Executive Board oversee policy and procedure for its educational services:



Last Reviewed: September 2026

By: Executive Board

COMPLAINTS POLICY

At Frobeld Education, we always endeavour to provide high quality educational services whilst ensuring we build positive relationships with children, parents, community members and other stakeholders. To further enhance this relationship and to encourage continuous improvement, we feel it is essential that concerns and complaints are dealt with appropriately and effectively in a timely manner.

We strongly believe that it is in everyone's interest that complaints are resolved at the earliest possible stage. If any stakeholder is unhappy with the educational service that they are receiving, or has any concerns relating to any aspect of Frobeld Education, we encourage them to talk to the Admin Team immediately. There is no doubt that if a concern is shared with the Admin Team, they can either reassure worries or, together devise steps to address the concern. The team will receive the concern or complaint and keep track its progress until it is resolved. Parents, Students and stakeholders must never be worried about sharing their concerns with the Admin Team. They **WILL** always be taken seriously.

This complaints procedure is not limited to Students, parents or carers, or pupils registered at Frobeld Education, but to all stakeholders. Any person, including members of the public, may make a complaint to Frobeld Education, about any provision of facilities or services that we offer.

We welcome feedback on what parents, students and our stakeholders feel we do well, or not so well, as an organisation. We will carefully consider all feedback, whether positive or negative, and will review our policies and practices accordingly. To facilitate this, Frobeld Education sends out termly surveys to staff, students, parents/carers and other stakeholders.

We will treat all concerns and complaints seriously and courteously and will advise of Frobeld Education's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the Frobeld Education community. Any disagreement with Frobeld Education should not be expressed inappropriately, or in front of pupils or Students.

All Frobeld Education staff will receive a copy of this policy statement and will be familiar with the procedures for dealing with concerns and complaints, to which they will have access as required. The policy is available on request and is on the website. www.frobeleducation.co.uk/aboutus

Aim

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible.
- Ensure that concerns are dealt with quickly, fully and fairly, and within defined time limits where possible.
- Provide effective and appropriate responses to concerns and complaints.
- Maintain good working relationships between Frobels Education and all those involved.
- Respect people's desire for confidentiality.

To ensure you receive an effective response to your concern/complaint, it will be helpful if you:

- Co-operate with Frobels Education in seeking a solution to the concern/complaint.
- Express your concerns in full as early as possible.
- Respond promptly to request for information or meetings, or in agreeing the details of the concern/complaint.
- Ask for assistance if required.
- Treat all those involved in the complaint with respect.

The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction, about actions taken or a lack of action'.

It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Frobels Education takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

How to raise a concern or make a complaint?

A concern or complaint can be made in person, in writing or by telephone. It may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with Admin Team who will record the concern or complaint, pass it to the appropriate member of staff and keep track of the progress of the concern or complaint. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against centre staff, except the Executive Head should be made in the first instance, to Mrs W Bower, Executive Head, via the office. Please mark them as Private and Confidential.

Complaints that involve or are about the Executive Head should be addressed to Mr A. Khan (the CEO), via the office. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact Frobels Education office.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the CEO will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply.

Resolving complaints

At each stage in the complaint's procedure Frobel Education will seek to look at ways as to how the complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology.
- An admission that the situation could have been handled differently or better.
- An explanation of the steps that have been taken to ensure it does not happen again, and an indication of the timescales within which any changes will be made.
- An assurance that the event that was the basis of the complaint will not recur.
- An undertaking to review centre policy or procedure considering the complaint.
- An explanation that there is insufficient evidence and thus the complaint cannot be upheld.
- An explanation that, following investigation, the evidence does not substantiate the concern.
- Details of any disciplinary procedures that have taken place because of the complaint will not be shared.

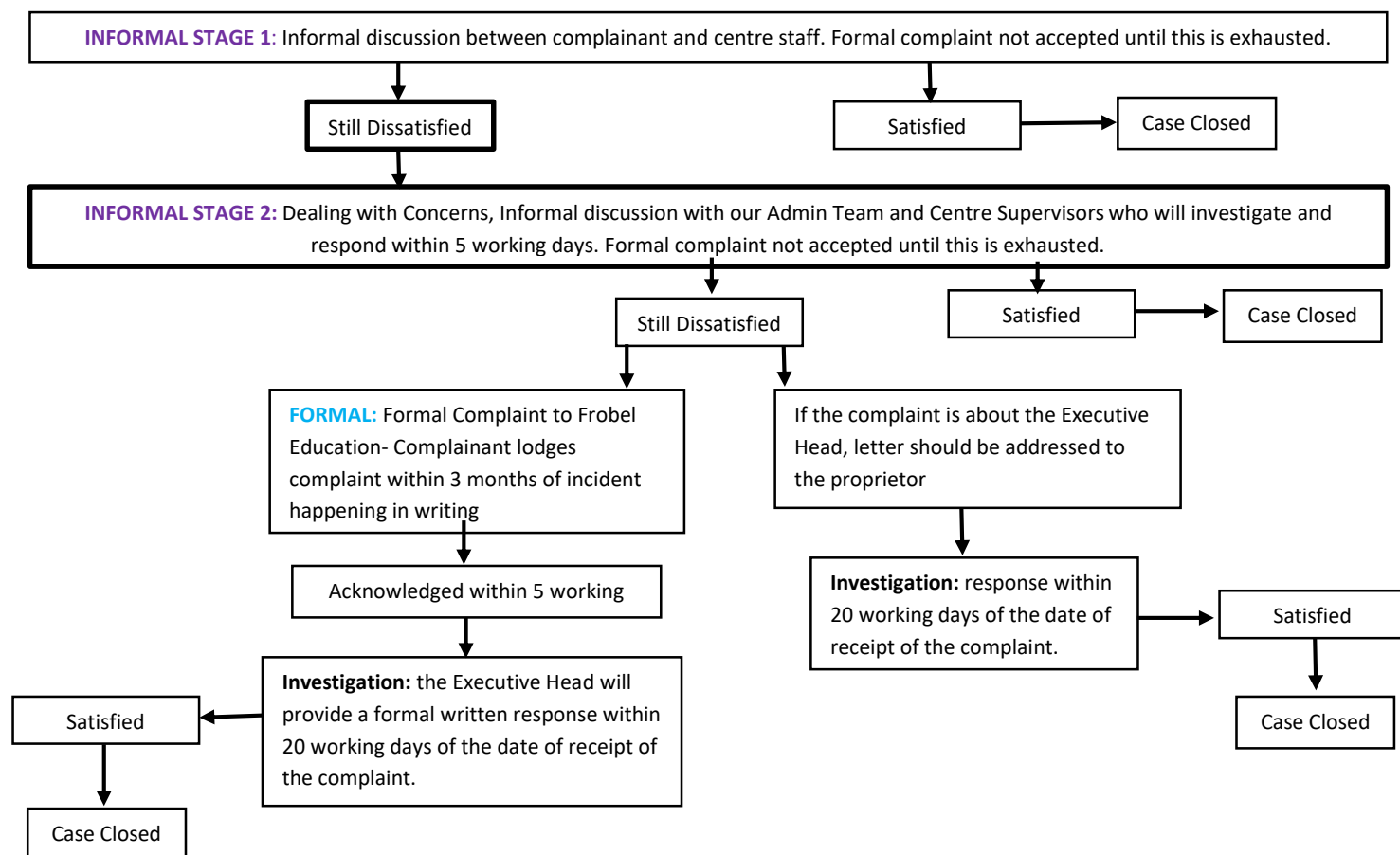
Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Escalation of Complaints for Regulated Qualifications

Students who have completed a regulated qualification can escalate their complaint externally to the relevant awarding organisation should they feel their complaint remains unresolved. If the learner then fully exhausts the awarding organisation's complaints procedures, they then have a right to escalate their complaint further to the relevant qualification regulator.

Dealing with Concerns/ Complaints - Flowchart



Students who have completed a regulated qualification can escalate their complaint externally to the relevant awarding organisation should they feel their complaint remains unresolved. If the learner then fully exhausts the awarding organisation's complaints procedures, they then have a right to escalate their complaint further to the relevant qualification regulator.

Compliments

We are always delighted to receive compliments about our service and provision. We welcome cards, letters and emails and encourage our customers to review us on Trust Pilot:

<https://uk.trustpilot.com/review/frobel.co.uk>

Your positive feedback means a great deal to our staff and our organisation and we thank you whenever you take the time and care to share.

Note: Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

The copy of the decision and all matters relating to complaints will also be made available to the person complained about and kept in a folder that can be viewed by the Executive Head and Proprietor. In this folder a record of all complaints that are made, and action taken by Frobeld Education will be logged because of those complaints. All these findings will be kept confidential and stored in the Executive Head's office and will be available on request from a regulatory body.

Annexe A Complaint Form

Please complete and return to Admin Office who will acknowledge receipt and explain what action will be taken.

Your name:			
Learner's name (if relevant):		Your relationship to the learner (if relevant):	
Address:		Postcode:	
Day time telephone number:		Evening telephone number:	
Please give details of your complaint, including whether you have spoken to anybody at Frobel Education about it.			
What actions do you feel might resolve the problem at this stage?			
Are you attaching any paperwork? If so, please give details.			
Signature:		Date:	
Official use	Date acknowledgement sent:		
By whom:	Complaint referred to:	Date:	

Appendix B

Complaints which are subject to statutory procedures

This procedure covers all complaints about any provision or services by Frobel Education other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Matters likely to require a Safeguarding or Child Protection Investigation	Complaints about safeguarding and child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH) 020 8227 3811
Staff grievances	Complaints from staff will be dealt with under Frobel Education's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under Frobel Education's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LADO) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Frobel Education in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Appendix C

Sample Policy for Unreasonable Complainants

This policy can also be adapted to manage unreasonable or persistent contact not directly associated with, or resulting from, formal complaints.

Frobel Education is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our Centres. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Frobel Education defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with Frobel Education, such as, if the complainant:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- Refuses to co-operate with the complaints investigation process.
- Refuses to accept that certain issues are not within the scope of the complaints procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice.
- Introduces trivial or irrelevant information which they expect to be considered and commented on.
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- Makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- Changes the basis of the complaint as the investigation proceeds.
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed).
- Seeks an unrealistic outcome.
- Makes excessive demands on Centre time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- Uses threats to intimidate.
- Uses abusive, offensive or discriminatory language or violence.
- Knowingly provides falsified information.
- Publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with Frobél Education that relates to their complaint, while the complaint is being processed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, we will discuss any concerns with the complainant informally before applying an *'unreasonable'* marking.

If the behaviour continues, we will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Frobél Education, causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Frobél Education.