

Femtinis Learning Hub

Complaints Policy

1. Our Approach

At Femtinis Learning Hub, we aim to provide a high-quality educational experience and to work openly and constructively with children and families.

If we fall short, we want to know. Complaints give us an opportunity to resolve concerns and, where appropriate, improve our practice.

Complaints will be taken seriously, handled fairly and treated with appropriate confidentiality. A record of formal complaints and their outcomes will be maintained.

2. Stage One: Raise the Concern

Where possible, concerns should first be raised informally with the relevant member of staff or the Femtinis management team.

We will listen to the concern, discuss what has happened and aim to reach a satisfactory resolution promptly.

Where a complaint concerns an individual member of staff, it may be referred directly to management rather than requiring the parent/carer to raise it with that person.

3. Stage Two: Formal Complaint

If the matter cannot be resolved informally, or is sufficiently serious to warrant formal consideration, the complaint should be submitted in writing to:

Email: complaints@femtinis.com

Please explain what happened, when it occurred and what you would like us to consider or resolve.

We will:

- acknowledge the complaint within **3 working days**;
- investigate the matter fairly;
- speak to relevant people where appropriate; and

- provide a written response, normally within **15 working days**.

Where additional time is reasonably required, we will explain why and provide an updated timescale.

Complaints about the person normally responsible for handling complaints will be considered by another appropriate senior person.

4. Safeguarding Concerns

Where a complaint raises a concern about the **safety or welfare of a child**, it will be dealt with immediately under our Safeguarding & Child Protection Policy rather than waiting for the complaints process to conclude.

Where appropriate, concerns will be referred to Children's Social Care, the Local Authority Designated Officer (LADO), police, Ofsted or another relevant safeguarding body.

5. Our Commitment

No child or family will be treated unfairly because they have raised a genuine concern or complaint.

We expect complaints and responses to be communicated respectfully. Femtos may set reasonable boundaries where communication becomes abusive, threatening, discriminatory or persistently unreasonable.

Our approach is simple:

Listen. Resolve. Learn.