

SPM Development Services Ltd

Complaints Policy and Procedure

Reviewed and Updated: September 2025

Next Review: September 2026, or sooner if statutory guidance changes.

Related Policies and Procedures

- Safeguarding and Child Protection Policy (2025)
- Whistleblowing Policy (2025)
- Malpractice and Maladministration Policy
- Fair Assessment Decisions Appeals Policy

Introduction

SPM Development Services Ltd is committed to providing a high-quality service to learners, parents, carers, staff and commissioners. We aim to deal with complaints fairly, promptly and transparently. This procedure ensures that concerns are listened to, acted on, and that SPM learns from complaints to improve services.

Definition of a Complaint

A complaint is any concern or issue that is not resolved immediately and requires a formal response. This could include:

- The quality of education or support provided
- The actions or behaviour of staff
- Perceived unfair treatment, bullying or harassment
- Concerns raised by commissioning authorities about service delivery

Safeguarding Link

Any complaint that raises a safeguarding concern will be referred immediately to the Designated Safeguarding Lead (DSL) and dealt with in line with the Safeguarding and Child Protection Policy (2025).

Procedure

SPM encourages complaints to be resolved informally where possible, but provides a clear staged process for escalation.

1. Informal Complaints:

- Concerns should be raised directly with the tutor, mentor or staff member involved.
- Many issues can be resolved quickly through open discussion.

2. Formal Complaints:

- If the issue cannot be resolved informally, a formal complaint should be made in writing.
- Complaints must be submitted to Simon Piper-Masha by email (simon@spmdevelopmentsservices.co.uk) or post (90 East India Way, Croydon, Surrey, CR0 6RZ).
- Please mark the correspondence clearly as 'Complaint' and provide full details.
- An acknowledgement will be sent within 5 working days.
- A written response will be provided within 20 working days.

3. Escalation:

- If the complainant is not satisfied with the response, they may request a review by writing again to Simon Piper-Masha.
- This will be acknowledged within 5 working days and a further response provided within 15 working days.

4. Final Stage:

- If the complaint remains unresolved, it may be referred to an external body.
- For general complaints, this may be the commissioning local authority.
- For safeguarding concerns, the complaint may be referred to the Local Authority Designated Officer (LADO) or the NSPCC Whistleblowing Helpline (0800 028 0285).

Confidentiality

Complaints will be handled with appropriate confidentiality. Information will be shared only with those who need to know in order to investigate and resolve the complaint.

Monitoring and Reporting

All complaints and their outcomes will be logged by SPM. Records will be reviewed annually to identify patterns, ensure accountability, and inform service improvement.

Accessibility

SPM will make reasonable adjustments to ensure this complaints process is accessible to all. Anyone requiring assistance to make a complaint may contact SPM to request alternative arrangements.

This policy ensures that all complaints are taken seriously, dealt with promptly and fairly, and that SPM Development Services Ltd continually improves its services in response to feedback.