

SPM Development Services Ltd

Complaints Policy and Procedure

Reviewed and Updated: September 2026

Next Review: September 2027, or sooner if statutory guidance changes or awarding organisation guidance changes.

Approved by: Simon Piper-Masha

Related Policies and Procedures

- Safeguarding and Child Protection Policy (2026)
- Whistleblowing Policy
- Malpractice and Maladministration Policy (2026)
- Fair Assessment Appeals Procedure (2026)

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 an expression of dissatisfaction about the quality of SPM's service, education or support, or about the actions or behaviour of someone working on behalf of SPM, which requires a response.

This may include:

- The quality of education or support provided.
- The conduct of a tutor, mentor, staff member or contractor.
- Unfair treatment, bullying, harassment or discrimination.
- Communication, administration or service delivery.
- Concerns raised by parents, carers, learners or commissioning authorities.

Concerns about assessment decisions should be addressed through SPM's Fair Assessment Appeals Procedure. Suspected malpractice or maladministration will be handled under the

Malpractice and Maladministration Policy. Safeguarding concerns will be referred immediately to the Designated Safeguarding Lead.

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 (2026).

Procedure

1. Informal Complaints

- Where appropriate, concerns should first be raised with the tutor, mentor or staff member involved.
- Many issues can be resolved quickly through open discussion.
- A complainant may proceed directly to the formal stage where the complaint concerns the person involved, is serious, or informal resolution would not be appropriate.

2. Formal Complaints

- A formal complaint should be made to Simon Piper-Masha by email at simon@spmdevelopmentservices.co.uk or by post to 90 East India Way, Croydon, Surrey, CR0 6RZ.
- Where a complaint concerns Simon Piper-Masha or it would not be appropriate for him to consider it, the complainant may contact the relevant commissioning local authority directly. Where the complaint specifically concerns the delivery, assessment or administration of an OCN London qualification, it may instead be referred to OCN London. Any safeguarding concern will be referred through the appropriate safeguarding process.
- Complaints should provide enough information to explain what happened, who was involved and what outcome is being sought.
- Where making a complaint in writing presents a difficulty, SPM will accept it in another accessible format and provide appropriate support.
- The complaint will be acknowledged within five working days.
- It will be investigated by a suitably competent person who has no conflict of interest.
- A written response will normally be provided within 20 working days. If additional time is required, the complainant will be informed.

3. Review

- If the complainant is dissatisfied with the response, they may request a review within 15 working days of receiving it.
- The review will be undertaken by someone who was not responsible for the original decision, wherever reasonably possible.
- The request will be acknowledged within five working days and a final written response will normally be provided within 15 working days.

4. External Escalation

- After completing SPM's internal complaints process, the complainant may refer the matter to the relevant commissioning local authority.
- Complaints relating to OCN London qualifications or services may be referred to OCN London at complaints@ocnlondon.org.uk in accordance with its current Complaints Procedure.
- Safeguarding concerns will be managed under SPM's Safeguarding and Child Protection Policy and referred to the appropriate safeguarding authority where required. Complaints involving suspected criminal conduct may be referred to the police.

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.