



COMPLAINTS POLICY

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Policy agreed by	S Trevethan / R Childs
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Under the Education Act 2002 provisions are required to have an approved procedure for dealing with complaints relating to the provision and to any community facilities or services that Hackberry provides.

At Hackberry staff are dedicated to giving all students the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents/carers and schools and believe that Hackberry, school and parents/carers must work together in partnership to help students gain the most from their time with us.

Communication, written or spoken, is valued as part of the partnership between home and Hackberry. Co-operation between parents/carers, staff leads to a shared sense of purpose and a good atmosphere in Hackberry. Hackberry aims to provide as many opportunities to keep parents/carers informed and involved in student progress as it possibly can. However, we recognise there may be times when parents/carers feel that Hackberry is not acting in the best interest of their child. If you would like to make a complaint regarding Hackberry:

1. Ensure a member of staff is aware of the complaint verbally, Hackberry will try and ensure that the complaint can be rectified immediately.
2. If the issue cannot be resolved in the first instance, please put the complaint in writing to Hackberry and the student's school. Hackberry endeavour to acknowledge and respond to any complaint letter within 3 working days.
3. If Hackberry are unable to resolve the issue a meeting will be arranged through the student's school and Hackberry to rectify the complaint.

The great majority of people with complaints or concerns about Hackberry behave reasonably in pursuing their complaint. This means that they:

- treat all Hackberry staff with courtesy and respect;
- respect the needs of pupils and staff within Hackberry;
- avoid the use of violence (including threats of violence) towards people and property;
- recognise the time constraints under which members of staff work and allow Hackberry a reasonable time to respond to a complaint;
- recognise that resolving a specific problem can sometimes take some time;
- follow Hackberry's complaints procedures.

Hackberry is a small provision and has 2 directors and 2 TAs.

If our apprentice does have a problem at Hackberry they should inform their line manager. If we are unable to resolve the issue at Hackberry the apprentice is able to discuss this with their trainer (NL college).

Hackberry and the trainer will work together to resolve any issues.

This policy was written by S Trevethan (Director)

Policy updated 02/09/2026

Signed by S Trevethan/R Childs

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