

Complaints Policy

Richards Specialist Education Ltd

Last Updated: 22nd September 2026

Policy Statement

Richards Specialist Education Ltd is committed to providing high-quality educational provision, consultancy services and professional support to children, young people, families, schools, Local Authorities and other stakeholders.

We welcome feedback and recognise that complaints provide an opportunity to improve our services and strengthen practice.

We are committed to handling complaints fairly, sensitively and efficiently, with the aim of achieving a timely and appropriate resolution wherever possible.

Scope

This policy applies to complaints relating to:

- Educational provision
- Consultancy services
- Professional conduct
- EOTAS services
- Communication
- Website content
- SEND intervention
- Service delivery
- Administrative processes

This policy does not replace statutory safeguarding procedures.

Any safeguarding concern relating to the welfare of a child or young person will be managed in accordance with our Safeguarding Policy and relevant statutory guidance.

Principles

Richards Specialist Education Ltd is committed to ensuring that all complaints are:

- Taken seriously
- Handled fairly
- Investigated appropriately
- Resolved promptly where possible
- Recorded and reviewed
- Used to improve future practice

We will treat all parties with dignity and respect throughout the complaints process.

Informal Resolution

Most concerns can be resolved quickly through discussion.

If you have a concern about any aspect of our services, we encourage you to contact us directly as soon as possible so that we can attempt to resolve the matter informally.

We will aim to acknowledge informal concerns within five working days.

Formal Complaints Procedure

Where a concern cannot be resolved informally, a formal complaint may be submitted.

Formal complaints should be made in writing and include:

- Your name
- Contact details

- Details of the complaint
- Relevant dates
- Desired outcome or resolution

Formal complaints should be sent to:

📧 info@richardsspecialisteducation.ltd

Stage 1: Acknowledgement

Upon receipt of a formal complaint, Richards Specialist Education Ltd will:

- Acknowledge the complaint within five working days
- Confirm that the complaint is being reviewed
- Explain the next steps

Stage 2: Investigation

The complaint will be investigated appropriately and proportionately.

The investigation may include:

- Reviewing documentation
- Gathering information
- Speaking with relevant individuals
- Examining policies and procedures

The complainant may be contacted for clarification where necessary.

Stage 3: Outcome

A written response will normally be provided within 20 working days of receiving the complaint.

The response will include:

- Findings
- Outcome
- Any actions identified
- Details of any improvements or recommendations where appropriate

Where additional time is required, the complainant will be informed and provided with an updated timescale.

Complaints Relating to Safeguarding

Where a complaint raises safeguarding concerns relating to a child or young person, safeguarding procedures will take priority.

Information may be shared with appropriate agencies in accordance with:

- Keeping Children Safe in Education (KCSIE)
- Working Together to Safeguard Children
- Applicable safeguarding legislation

Safeguarding concerns may be referred to:

- Children's Social Care
- Local Authority safeguarding teams
- Police
- Other relevant agencies

Unreasonable or Vexatious Complaints

Richards Specialist Education Ltd is committed to ensuring that concerns are heard and addressed appropriately.

However, we reserve the right to limit correspondence where complaints are considered:

- Repetitive
- Vexatious
- Abusive
- Harassing

- Unreasonably persistent

This decision will always be proportionate and based on the specific circumstances of the complaint.

Learning and Improvement

Complaints are reviewed regularly to identify:

- Service improvements
- Training needs
- Policy updates
- Quality assurance actions

The organisation is committed to continuous improvement and learning from feedback.

Confidentiality

Information relating to complaints will be handled sensitively and in accordance with:

- UK GDPR
- Data Protection Act 2018
- Company Privacy Policy

Information will only be shared where there is a lawful basis to do so.

Contact Information

Complaints should be directed to:

Richards Specialist Education Ltd
Company Registration Number: 17473690

📧 info@richardsspecialisteducation.ltd

📞 07472 133736

Review Schedule

This policy will be reviewed:

- Annually
- Following significant legislative changes
- Following changes to statutory guidance
- Following significant complaints where review is appropriate

Commitment

Richards Specialist Education Ltd is committed to listening, learning and responding positively to concerns in order to maintain high standards of service, professionalism and safeguarding.