



Derby City Council



Transition2 Complaints Policy

Version: 1.1

Review requirements: Every 3 years or following significant policy or legislative change

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COMPLAINTS POLICY

WHO CAN MAKE A COMPLAINT?

Anyone is entitled to make a complaint about the services offered by, or received from, Transition2 and to have this complaint taken seriously.

This complaints procedure is not limited to parents or carers of learners that are registered at Transition2; any person, including members of the public, may make a complaint to Transition2 about its provision of facilities or services. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to admissions or exclusions), this policy will apply.

THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT

A concern is defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

A complaint is defined as '*an expression of dissatisfaction, however made, about actions taken or a lack of action*'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many concerns can be resolved informally, without the need to use the formal stages of the complaints procedure. Transition2 takes concerns and complaints seriously and will make every effort to resolve the matter as quickly as possible.

At Transition2 we endeavour to provide a friendly and safe environment in which learners can thrive and achieve their academic / social / emotional / independent potential as active citizens. We recognise that sometimes people may disagree about approaches to learning, especially in relation to developing independence



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within the community. Transition2's work is underpinned and informed by The Thrive Approach and relational / developmental neuroscience; colleagues recognise the importance of mistake making in the process of learning and that things can go wrong. Through its open events, application process and review structure, parents and carers are supported to understand our approach, but we encourage them to raise concerns as they arise to foster transparency, honesty and trust across circles of support at a crucial stage of learners' adolescent lives.

Members of the public may feel they need to raise a concern or make a complaint about something they have witnessed in the community. If a learner has become dysregulated in the community, staff carry small cards with information about how to contact Transition2 if they have questions or concerns about what they may have witnessed. Should anyone remain dissatisfied with the explanation or context of the event, this policy supports the next steps to formal recognition of the complaint.

PROCEDURES FOR DEALING WITH COMPLAINTS

INFORMAL STAGE

Most concerns or issues can be resolved effectively, informally and in a timely manner through a telephone or face-to-face discussion with the member of staff concerned or a member of SLT. Such matters are usually resolved within 24 hours of the matter being raised with Transition2, or within the timescale of an agreed meeting time for an informal conversation.

Alternatively, parents/carers/complainants can write to a named member of staff or the Head of Service outlining the complaint they are raising. Any complaint that is put in writing should outline all the issues and what it is hoped that the preferred outcome should be. All written complaints and complaints will be acknowledged in writing within 5 working days, allowing time for all involved parties to be consulted.

Parent/carers/complainants will be invited to an appointment to discuss their complaint with the relevant member(s) of staff as soon as possible and the staff member must notify SLT about the details / context of the complaint. If the complaint relates to a learner, ideally the member of staff concerned should be directly involved with the learner, for example, Keyworker or Teacher.

A member of staff will usually write notes during the meeting. Parents/carers/complainants can ask for a copy of these notes.



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FORMAL STAGE

Should the complaint not be resolved informally, there are three formal stages:

STAGE 1

If a parent/carer/complainant is still dissatisfied after the informal stage they, or the member of staff, can formally refer the matter to the Head of Service. This should, wherever possible, be done in writing, as this will make the situation clear to all involved parties.

The Head of Service will offer a formal meeting with the parent/carer/complainant at a mutually convenient time so that all voices can be heard. At the meeting, and through discussion, the Head of Service will try to clarify what the issues are and seek to establish the hopes about what the parent/carer/complainant is trying to achieve through their complaint. Together, all parties should aim to agree an acceptable outcome to the satisfaction of all involved. The discussion should be minuted or recorded and any agreed outcomes should be written down so there is no misunderstanding. Again, parents/carers/complainants can request a copy of the minutes.

If the issue is more complex, the Head of Service may need to speak to other individuals to further investigate the complaint; this should happen within 10 working days. If this timescale cannot be met for reasons beyond the provision's control, the Head of Service should inform the parent/carer/complainant that this will take longer, explain the reasons for the delay and give a timescale for when the investigation will be completed.

STAGE 2

After meeting with the Head of Service, if the complaint remains unresolved to the satisfaction of all parties, the complaint can be referred to the Director of Learning, Inclusion and Skills at Derby City Council. This can either be in writing via the Director's email address, or alternatively the provision can ask the Director to contact the parent/carer/complainant directly. The Head of Service can also choose to refer the complaint to the Director for reasons of support, guidance or complete neutrality.

If the Head of Service is the subject of the complaint, the complaint should go straight to the Director and miss out Stage 1. The Director may ask for the complaint to be put in writing (if this has not already happened).

The Director may choose to email, speak on the telephone or offer to meet the parent/ carer/complainant, at a mutually convenient time. The Director has 15 working days to investigate the complaint. If it cannot be resolved within this timescale, the Director will inform the complainant and explain why it is taking longer. Reasons for this may be that the complaint is complex, needs more time or requires the involvement of someone who is absent through sickness or holiday.



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The Director should, however, give a realistic timescale for when the investigation will be completed.

STAGE 3

If you are still not happy with the outcome, you can ask the Local Government Ombudsman to look at your complaint. The Local Government Ombudsman is independent of all government departments and is confidential and free of charge. You can approach the Ombudsman at any point during the complaints process. However, the Ombudsman will normally accept a complaint only if all stages of the Council's Complaints Procedure have been completed, or if there is insufficient progress made within 12 weeks.

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
<http://www.lgo.org.uk/contactus/>
Telephone - 0300 061 0614

It should be noted that providers do not need to consider complaints made more than 1 year after the incident/situation. If a complaint is made about an issue that is over 1 year old, the provider will write to the complainant explaining that this is the case. The exception to this is any matter relating to Safeguarding, which should be processed in line with the Safeguarding Policy for the provision and the protocol for the Local Authority.

Policy to be read in conjunction with [Derby City Council Customer Feedback Policy](#)