



Complaints Policy

The Odyssey Hub Ltd

1. Statement of Commitment

The Odyssey Hub Ltd is committed to working in partnership with parents, carers, commissioners, and learners. We welcome feedback and take all complaints seriously, treating them as opportunities to improve our provision.

We recognise that concerns may relate to both **delivery of provision** and **venue safety**, and we will ensure that all complaints are handled fairly, transparently, and promptly.

2. Scope

This policy applies to:

- Parents/carers of learners.
- Commissioners and partner schools/local authorities.
- Learners will be supported to raise concerns in an age-appropriate way, with advocacy where required.
- Complaints relating to delivery, staff conduct, safeguarding, or venue safety. This includes complaints relating to the conduct or practice of employed staff, freelance tutors, subcontractors, and volunteers.

3. Principles

- Complaints will be acknowledged promptly and investigated fairly.
- Confidentiality will be maintained, except where disclosure is required by law (e.g. safeguarding).
- Complaints about venue safety will be addressed in partnership with the venue provider.
- Outcomes will be communicated clearly to the complainant.
- No complainant will be disadvantaged for raising a concern.
- Where a complaint relates to employed staff, freelance tutor, subcontractor, or volunteer, outcomes may include additional supervision, suspension from duties, or termination of engagement, as appropriate.

4. Whistleblowing

This organisation operates a Whistleblowing Procedure which enables staff, volunteers and contractors to raise concerns about poor practice, misconduct, safeguarding, health and



safety, or organisational behaviour. Whistleblowing concerns may be raised confidentially and without fear of reprisal and are managed separately from service-user complaints. Concerns may be raised directly with a Director, the Designated Safeguarding Lead, or an appropriate external body where necessary.

5. Complaints Procedure

Stage 1: Informal Resolution

- Parents/carers are encouraged to raise concerns directly with staff at the earliest opportunity.
- Concerns about venue safety (e.g. fire exits, hygiene, accessibility) should be reported to staff immediately, who will liaise with the venue provider.
- Staff will attempt to resolve the issue informally and record the concern.

Stage 2: Formal Complaint

- If the issue is not resolved, a formal complaint should be submitted in writing to the Complaints Officer (contact details provided in induction materials).
- The complaint should include details of the concern, dates, and any supporting evidence.
- The Complaints Officer (Alexandra Mery) will acknowledge receipt within 5 working days and begin investigation.

Stage 3: Investigation

- The Complaints Officer will investigate, consult staff, venue providers, and relevant parties.
- For venue safety concerns, the venue provider will be contacted directly and asked to provide evidence of compliance (e.g. fire safety certificates, insurance).
- A written response will be provided within **20 working days**.

Stage 4: Appeal

- If the complainant is dissatisfied, they may appeal to the Board of Directors.
- The Board will review the complaint and provide a final written response within **20 working days**.
- Where a complainant remains dissatisfied, they may raise concerns with the relevant commissioning Local Authority or other appropriate regulatory or safeguarding bodies.



Health, Safety and Infection Control Concerns

- Staff, volunteers and contractors are made aware of how to raise concerns if they believe practice is not safe or compliant with infection control or health and safety requirements. Such concerns may be raised through line management, directly with a Director, or via the whistleblowing route where appropriate.

6. Safeguarding Concerns

Where a complaint raises safeguarding issues, the matter will be referred immediately to the **Designated Safeguarding Lead (DSL)** and handled in line with safeguarding procedures.

Modern Slavery and Exploitation

The organisation recognises the risks of modern slavery and exploitation, particularly for vulnerable children and families. Staff, volunteers and contractors are made aware of these risks through safeguarding guidance and training. Any concerns relating to potential exploitation or modern slavery are reported immediately via safeguarding or whistleblowing procedures and escalated to appropriate statutory agencies where required.

7. Monitoring and Review

- Complaints will be logged and reviewed termly to identify patterns and improvements.
 - Records will include the nature of the complaint, actions taken, outcomes, and learning points
- This policy will be reviewed annually, or sooner if legislation or venue arrangements change.

8. Related Policies

- This policy should be read alongside the Safeguarding & Child Protection Policy, Whistleblowing Procedure, Staff Code of Conduct, Health & Safety Policy, and Data Protection Policy.

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