

# Complaints Policy

**John Dewey Specialist College  
(Part of Area 51 Education Ltd)**



**Approved by:** Nicki Quarterman **Date:** 25/02/2020

**Last reviewed on:** 02/02/2023

**Next review due by:** February 2025

# Complaints Policy and Procedure

## Introduction:

Area 51 Education is committed to providing a comprehensive and high quality service to our learners, their families, other professionals and the public. We aim to treat anyone who accesses our buildings, courses or with whom we may interact in the course of our duties with dignity and respect. However, as with any service we will not always get things right. We are only human and we all make mistakes, misunderstandings arise, or we may fail to provide what was promised by us.

We hope that in the majority of cases, such issues can be resolved there and then or a simple apology or explanation will suffice. Occasionally this is not the case. This policy sets out what to do if you would like to make a complaint about Area 51 Education or its services.

At any time you have the right to contact Area 51 Education for information or advice, or to lodge a complaint.

We commit to handling any complaints quickly, seriously and confidentially.

## What you should do:

Tell us as soon as possible if something has gone wrong. Ask to speak to the Duty Manager and explain your concerns. The Duty manager will do everything possible to resolve your complaint at this stage and it will be recorded in our Complaints Book to help us ensure that similar situations do not arise in the future.

If the Duty Manager is not able to resolve your concerns, you will be asked to submit your complaint in writing to the following address:

Principal  
Area 51 Education Ltd  
1 Mallard Place  
Coburg Road  
Wood Green  
London  
N22 6TS

Email: [admin@area51ed.org.uk](mailto:admin@area51ed.org.uk)

Tel: 020 8881 7739

## How we will respond to your complaint:

- Staff will make sure that all complaints are dealt with fairly, quickly and sympathetically.
- All complaints will be treated seriously.

- Complaints will be handled discreetly and only shared with relevant individuals involved in the investigation or resolution process.
- All complaints are recorded and monitored.

### **What we will do:**

- We will send you an acknowledgement within 5 working days of receiving your complaint investigate your complaint.
- We will give you a full response within 20 working days. The response will include what Area 51 Education plans to do about your complaint and the timetable for any action to be taken.

If you are not satisfied with the action we take you should write, explaining the problem and saying what you would like us to do about it. Please write to:

Chair of Governors  
Area 51 Education Ltd  
1 Mallard Place  
Coburg Road  
Wood Green  
London  
N22 6TS

Email: [mgriffiths@area51ed.org.uk](mailto:mgriffiths@area51ed.org.uk)  
Tel: 020 8881 7739

- The Chair of Governors will send you an acknowledgement within 5 working days of receiving your letter.
- The Chair of Governors will give you a full response within 20 working days. The response will include what Area 51 Education plans to do about your complaint and the timetable for any action to be taken

Your statutory rights are not affected.

**Policy Creation Date:** February 2011  
**Reviewed on:** February 2013, 2015, 2017, 2020, 2023  
**Date of Next Review:** **February 2025**