

Complaints Procedure

At Teach Major, we value collaboration with parents, schools, and third-party providers to ensure the well-being of the children in our care. Information is shared on a need-to-know basis, prioritising communication with parents whenever possible. This document outlines the preferred procedure for addressing complaints, providing a step-by-step breakdown for a prompt and appropriate resolution.

Filing a Complaint:

Submission Deadline:

All complaints related to our services must be submitted in writing to our head office via post or email within 14 days of the incident or the child's attending date.

Initial Acknowledgment:

Complaints will be acknowledged within 24 working hours. Even if it is a preliminary acknowledgement, the complainant will be informed that we are investigating the matter and will respond as soon as possible.

First Stage of Handling of Complaints:

Informal Resolution:

Individuals are encouraged to address concerns directly with the relevant staff member or Managers of Teach Major through open and regular dialogue. If resolution is not achieved, escalate the matter to Managers via the office (020 8243 8791).

Manager's Record:

The Manager handling the complaint will document relevant notes and log the complaint through our complaints system.

Second Stage of Handling of Complaints:

Formal Written Complaint:

If an informal resolution is unattainable, the complainant should submit a written complaint to Teach Major Head Office via info@teachmajor.com.

Head Office Response:

Head office will:

- Acknowledge receipt as soon as possible, within 7 days.

- Investigate the matter within a reasonable timeframe, with the aim of completing the process within 14 days.
- Send a comprehensive written response, including recommended changes to practices or policies.
- Complete the complaints log which is stored on our central system with details of actions taken, timelines, and the parent's feedback on how well the complaint was handled.

Meeting with Relevant Parties:

We will conduct meetings to discuss the company's response to the complaint, either collectively or individually.

Child Protection Issues:

If child protection concerns arise, Teach Major staff will refer the situation to the company's safeguarding lead, following Safeguarding Policy procedures. In case of potential criminal acts, the Police will be contacted.

Making a Complaint to Ofsted:

Ofsted Complaints:

Any parent or carer can submit a complaint to Ofsted about Teach Major at any time. Ofsted will consider and investigate all complaints.

Ofsted Contact Information:

Ofsted's address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
Telephone: 0300 123 1231 (general enquiries) / 0300 123 4666 (complaints)