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| Complaints & Allegations Policy & Procedure |
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| **Policy Title** | |
| **Complaints Procedure** | |
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| Peregrinate Policy Manager | Angela Mollan, Chris Mollan |
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| Approving Signature | Angela Mollan |
| Policy Review Date | 11 OCT 2026 |

**INTRODUCTION**

This policy and procedure is for the benefit of Peregrinate Ltd. parents, guardians or carers. (Hereafter referred to as “parents”)

This policy and procedure applies in respect of all complaints by learners and/or parents made against Peregrinate Ltd., except in respect of child protection allegations where the Peregrinate Ltd. safeguarding policy and procedure applies.

Peregrinate Ltd. is committed to ensuring that all Peregrinate Ltd. students receive the best possible education in a safe, comfortable and enjoyable environment. It is keen to respond quickly to any problems and to remedy any defects as soon as possible.

Parents can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially.

Correspondence, statements and records will remain confidential except where the Secretary of State or a body conducting an inspection under section162A of the Education Act 2002 (as amended) requests access to them or where any other legal obligation prevails**.**

**Peregrinate Ltd. Complaints Procedure**

**Stage One - Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and informally.

 If parents or Peregrinate Ltd. students have a complaint, they should normally contact the Peregrinate Ltd. Administration Manager, Jasmine, on 0151 203 3142 or at [admin@peregrinate.school](mailto:admin@peregrinate.school) . In many cases, the matter will be resolved straightaway by this means to the students’ or parents’ satisfaction. If the Peregrinate Ltd. Administration Manager cannot resolve the matter alone, it may be necessary for him/her to consult other staff.

 The Peregrinate Ltd. Managing Director will make a written record of all concerns and complaints and the date on which they were received. These records will be kept for one year after the student has left Peregrinate Ltd.

 Peregrinate Ltd. will use it’s reasonable endeavours to resolve any informal complaints within ten working days of them being raised, except where they are raised in school holidays or within two working days of their commencement where Peregrinate Ltd. will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).

 Should the matter not be resolved as referred to above, or in the event

that the Peregrinate Ltd. Administration Manager and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage Two of this Procedure.

**Stage Two - Formal Resolution**

 If the complaint cannot be resolved on an informal basis as set out above, then parents should put their complaint in writing to the Peregrinate Ltd. Managing Director at [angela@peregrinate.school](mailto:angela@peregrinate.school) . The complaint should be expressed clearly and courteously in writing.

 The Managing Director will investigate the complaint and will decide the appropriate course of action to take. In most cases, the Managing Director will meet or speak with the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.

 The Peregrinate Ltd. Managing Director will use reasonable endeavours to speak to or meet parents within ten working days of the formal complaint being received, except where the complaint is received in school holidays or within two working days of their commencement where the Managing Director will use his/her reasonable endeavours to speak or meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).

 The Managing Director will keep a written record of all meetings and interviews held in relation to the complaint.

 Once the Managing Director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made. Parents will be informed of this decision in writing, giving reasons for the decision. The written decision should be provided no later than ten working days after speaking or meeting with parents to discuss the matter. The Managing Director may also arrange to meet with parents to explain the decision.

 Where parents are dissatisfied with the outcome of the Managing Director’s response to their formal complaint, they have the opportunity to appeal to Peregrinate Ltd. via [info@peregrinate.school](mailto:info@peregrinate.school) (Subject: FAO School Champions), and an impartial panel of School Champions will review all of the investigation evidence. Parents may be accompanied to panel hearings if they wish.

**Stage Three – Appeal to the Peregrinate Ltd.**

 If the complaint cannot be resolved at stage two as set out above, then parents can appeal to the Peregrinate Ltd School Champions. The parents should put their appeal in writing to [info@peregrinate.school](mailto:info@peregrinate.school) Subject: FAO School Champions or may refer the matter to a representative of the child’s Home School at this stage.

 The Peregrinate Ltd. Independent School Champions will consider the appeal and will decide the appropriate course of action to take. The Peregrinate Ltd. representative will endeavour to meet the parents concerned to present his/her response.

 The Peregrinate Ltd. Representative will use reasonable endeavours to meet the parents within ten working days of the appeal being received, except where the appeal is received in school holidays or within two working days of their commencement where the Peregrinate Ltd. representative will use his/her reasonable endeavours to meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).

**Complaints Procedure Records**

 Peregrinate Ltd. will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint, and its decision.

 Peregrinate Ltd. will keep a written record of all appeals, decisions and recommendations of the Complaints Panel.

 All such records will be kept for one year after the relevant students have left the Peregrinate Ltd.