

ILLUMIN ACADEMY

Complaints Policy - V1.0

1. Purpose

This policy outlines the process for managing complaints received by Illumin Academy from any individual, including learners, staff members, partners, or members of the public. It ensures complaints are dealt with promptly, fairly, and consistently, and provides clear guidance on how complaints are raised and addressed.

2. Scope

This policy applies to all complaints that are not related to assessment decisions. Complaints concerning assessment outcomes must be handled through Illumin Academy's Appeals Policy. This policy covers internal complaints from learners or staff, as well as external complaints from parents, partners, visitors, or members of the community.

3. How to Raise a Complaint

Complaints should be submitted in writing to info@illuminacademy.com or in person to a designated staff member. Complainants are encouraged to provide:

- Full name and contact details
- A clear description of the complaint and relevant facts
- Names of individuals involved (if applicable)
- Any supporting evidence or documentation

4. Timelines for the Investigation of a Complaint

- An acknowledgement of the complaint will be sent within 3 working days of receipt.
- A formal investigation will begin promptly and conclude within 15 working days.
- If an extension is required, the complainant will be informed with reasons and expected completion date.

5. Complaint Investigation Process

The investigation will be carried out by a senior staff member or appointed investigator who is not involved in the subject of the complaint. The process includes:

- Reviewing the written complaint and supporting materials



- Interviewing relevant individuals (if necessary)
- Collecting additional evidence where appropriate
- Documenting findings and concluding with a decision
- Providing a formal written response to the complainant detailing the outcome and any remedial actions

6. What to Do If the Complainant Is Not Satisfied

If the complainant is dissatisfied with the outcome, they may request a review by submitting a written request within 5 working days to the Head of Illumin Academy at info@illuminacademy.com. This review will be completed within 10 working days. If the complainant remains unsatisfied after the internal review, they may escalate the matter to the relevant external regulatory body.

7. Policy Review

This policy is reviewed annually or in response to regulatory updates, feedback, or emerging best practices to ensure its continued effectiveness.

Contact Information:

Complaints Officer

Email: info@illuminacademy.com

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