



Solar Squad Science

Complaints Policy

Document Version: 1.0
Date Issued: May 2026
Review Date: May 2027
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Complaints Policy



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Complaints Policy



1. Statement of Commitment

Solar Squad Science is committed to providing safe, professional, inclusive, and high-quality STEM enrichment experiences for all children, schools, holiday providers, parents, carers, and partner organisations.

We recognise the importance of listening to feedback and responding appropriately to concerns or complaints in order to:

- Promote safeguarding and child welfare
- Maintain high professional standards
- Improve the quality of provision
- Promote accountability and transparency
- Strengthen relationships with parents and partner providers

Solar Squad Science aims to resolve concerns fairly, proportionately, consistently, and without unnecessary delay.

Complaints will always be taken seriously and managed respectfully.

2. Purpose of This Policy

The purpose of this policy is to:

- Provide a clear framework for raising concerns or complaints
- Ensure complaints are handled consistently and professionally
- Promote early resolution wherever possible
- Ensure safeguarding concerns are identified and escalated appropriately
- Support continuous improvement within the organisation
- Ensure compliance with relevant safeguarding, welfare, and data protection expectations

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3. Scope of This Policy

This policy applies to complaints made by:

- Parents or carers
- Schools or educational settings
- Holiday camp providers
- Partner organisations
- Members of the public
- Children and young people where appropriate

Complaints may relate to:

- Quality of provision
- Staff conduct or professionalism
- Communication
- Health and safety concerns
- Behaviour management
- Safeguarding practice
- Operational issues
- Failure to follow organisational procedures
- Equality, inclusion, or accessibility concerns

This policy does not replace statutory safeguarding procedures or whistleblowing procedures where these are more appropriate.

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4. Principles Underpinning This Policy

Solar Squad Science will ensure complaints are managed in a manner that is:

- Child-centred and safeguarding focused
- Fair and proportionate
- Professional and respectful
- Timely and transparent
- Confidential where appropriate
- Consistent and evidence-based

Individuals raising concerns will be treated courteously and without discrimination.

Complaints made in good faith will never result in victimisation or unfair treatment.

5. Types of Complaints

Complaints may be raised informally or formally.

Concerns suitable for this procedure may include:

- Service quality concerns
- Dissatisfaction with communication or organisation
- Concerns regarding staff behaviour or professionalism
- Health and safety issues
- Concerns regarding equality or inclusion
- Operational or administrative issues

Where concerns involve safeguarding, allegations against staff, or potential criminal behaviour, separate safeguarding procedures may apply immediately.

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6. Safeguarding and Serious Concerns

Any complaint involving:

- The safety or welfare of a child
- Allegations against staff or volunteers
- Unsafe professional conduct
- Potential abuse or neglect
- Criminal activity

will immediately be referred in accordance with the Safeguarding & Child Protection Policy.

Where necessary, concerns may be referred to:

- The Designated Safeguarding Lead (DSL)
- The Local Authority Designated Officer (LADO)
- Children's Social Care
- The Police

Safeguarding concerns will always take priority over standard complaints procedures.

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7. Informal Resolution Procedure

Solar Squad Science encourages concerns to be raised as early as possible so they can often be resolved informally and quickly.

Informal concerns should normally be raised with:

- The Workshop Leader
- The Director
- The Designated Safeguarding Lead where appropriate

At this stage Solar Squad Science will aim to:

- Listen carefully to the concern
- Clarify relevant information
- Respond respectfully and professionally
- Seek an appropriate resolution where possible

Many concerns can be resolved through clarification, discussion, apology, or agreed action without the need for a formal investigation.

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8. Formal Complaints Procedure

Where informal resolution is unsuccessful, inappropriate, or the concern is sufficiently serious, a formal complaint may be submitted.

Formal complaints should normally:

- Be submitted in writing
- Clearly outline the nature of the complaint
- Include relevant dates, times, and individuals involved where possible
- Include any supporting evidence available
- State the outcome being sought where appropriate

Upon receipt of a formal complaint:

- Acknowledgement will normally be provided within 5 working days
- An initial assessment will determine the appropriate handling route
- Safeguarding concerns will immediately be escalated where necessary

Solar Squad Science will aim to provide a written response within 20 working days wherever reasonably practicable.

Where additional time is required, the complainant will be informed appropriately.

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9. Investigation Process

Where investigation is necessary, Solar Squad Science will ensure investigations are:

- Fair
- Objective
- Proportionate
- Evidence-based
- Conducted without unnecessary delay

Investigations may involve:

- Meetings with relevant individuals
- Review of records, policies, or evidence
- Consultation with safeguarding or external agencies where appropriate
- Requests for written statements

Investigations will normally be undertaken by an appropriately independent individual where possible.

Where complaints concern the Director or senior leadership, alternative oversight arrangements may be implemented.

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10. Outcomes and Resolutions

Following investigation, Solar Squad Science may:

- Provide a clarification, explanation or apology where appropriate
- Implement procedural improvements
- Provide staff guidance or additional training
- Review policies or risk assessments
- Implement disciplinary or safeguarding procedures where necessary
- Refer matters externally where required

Written outcomes will normally include:

- Summary of the complaint
- Summary of investigation findings
- Outcome decision
- Actions taken or proposed
- Any relevant next steps

Certain details may remain confidential due to safeguarding, employment law, or data protection obligations.

11. Confidentiality and Data Protection

Complaints will be handled sensitively and confidentially wherever possible.

Information will only be shared where:

- Necessary to investigate the complaint properly
- Required for safeguarding reasons
- Required by law or statutory agencies
- Necessary to protect children or others from harm

Records relating to complaints will be stored securely and managed in accordance with the Data Protection & GDPR Policy.

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12. Record Keeping and Governance

Solar Squad Science will maintain appropriate records relating to:

- Complaints received
- Investigations undertaken
- Actions taken
- Outcomes and resolutions
- Safeguarding referrals where applicable
- Policy or procedural improvements identified

Records will:

- Be retained securely
- Be handled confidentially
- Be reviewed for recurring themes or systemic concerns
- Support organisational learning and quality assurance

Complaint records will normally be retained for a minimum of three years unless safeguarding or legal requirements require longer retention.

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13. Unreasonable or Persistent Complaints

Solar Squad Science recognises that complainants have the right to raise concerns appropriately.

However, where complaints become:

- Vexatious
- Abusive
- Harassing
- Repeated without new evidence
- Unreasonably persistent

Solar Squad Science reserves the right to:

- Limit communication methods
- Decline repeated investigation of the same matter
- Seek appropriate external advice where necessary

This will not prevent genuine safeguarding concerns from being investigated appropriately.

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14. External Escalation

Where individuals remain dissatisfied, or where concerns relate to safeguarding or regulatory compliance, concerns may be escalated externally where appropriate.

This may include:

- The Local Authority Designated Officer (LADO)
- Children's Social Care
- The Police
- Health and Safety Executive (HSE)
- The Information Commissioner's Office (ICO)
- Ofsted where relevant to provision environments

Independent advice may also be sought from Citizens Advice

15. Related Policies

This policy should be read alongside:

- Safeguarding & Child Protection Policy
- Whistleblowing Policy
- Behaviour Management Policy
- Health & Safety Policy
- Staff Code of Conduct
- Data Protection & GDPR Policy
- Equality, Diversity & Inclusion Policy

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16. Review of Policy

This policy will be reviewed annually or sooner where necessary to reflect:

- significant complaints or safeguarding incidents
- legislative or regulatory updates
- operational changes or lessons learned

Solar Squad Science is committed to continuous improvement and high standards of safeguarding and professional practice.

Contact Information

General Enquiries

- Email: hello@solarsquadscience.co.uk

Designated Safeguarding Lead (DSL)

- Email: kamron@solarsquadscience.co.uk
- Phone: 07508237386

