



Prestige Beauty Academy Complaints Procedure

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Date of Next Review: November 2026

Beauty Academy Complaints Procedure

This Complaints Procedure applies to all learners aged 16 and over, including those with Special Educational Needs (SEN), enrolled at the Academy. It outlines a clear and fair

process for raising and resolving concerns while ensuring that all students are treated equally and with respect.

1. Purpose

This procedure ensures that all learners, including those with Special Educational Needs (SEN), are treated fairly and have a clear way to raise and resolve concerns about any aspect of their experience at the Academy.

2. Scope

This procedure applies to:

- All students aged 16 and over enrolled at the Academy
- Parents, carers, or advocates acting on behalf of SEN students (with consent)
- All members of staff, regardless of role or length of service

3. Commitment

The Academy is committed to:

- Listening to and addressing concerns promptly and fairly
- Making reasonable adjustments for students with SEN
- Maintaining confidentiality and ensuring no discrimination or victimisation arises from a complaint

4. Informal Stage

Step 1: Speak to the person involved.

Students (or their representatives) should first try to resolve the issue informally by discussing it with the relevant tutor, assessor, or staff member.

Step 2: Escalate informally.

If not resolved, the concern should be raised with the Academy Manager/Principal who will:

- Listen to the concern
- Offer mediation or a solution within 5 working days

5. Formal Stage

If the issue is not resolved informally, a formal written complaint may be made.

Step 1: Submit a written complaint

The complaint should include:

- Name and contact details
- Details of the issue (with dates, if relevant)
Any actions taken so far

This can be submitted in writing, by email, or (for SEN students) through an agreed alternative format (e.g., voice note or with staff assistance).

Step 2: Investigation

The Academy Manager/Principal will:

- Acknowledge receipt within 3 working days
- Investigate the issue (may include meeting with all parties)
- Provide a written response with findings and actions within 10 working days

6. Appeal Stage

If the complainant is not satisfied with the outcome:

- An appeal may be made in writing to the Director/Owner within 10 working days of the decision.
- The appeal will be reviewed by someone not previously involved.

- A final written decision will be provided within 15 working days.

This decision will be final within the Academy.

7. External Review

If the complaint remains unresolved, students may contact:

- Education and Skills Funding Agency (ESFA) for funding-related issues
- Awarding Organisation (e.g., VTCT, City & Guilds, etc.) for qualification-related matters
- Local Authority or SENDIASS for SEN support complaints

Contact details will be provided upon request.

8. Reasonable Adjustments for SEN Students

Complaints can be made verbally, in writing, or through assisted communication. Meetings will be held in accessible environments. Support staff or advocates can accompany students during discussions. All communication will be in plain language or accessible formats as required.

9. Record Keeping

All complaints and actions taken will be logged securely and retained for at least 3 years. These records will help improve future services and ensure accountability.

10. Monitoring & Review

This policy is reviewed annually or following any significant changes in legislation or structure.

Approved by: Mary Hickson

Position: Principle

Date: 11/11/2025