

LUMA EDUCATION

Complaints Policy

Public-facing policy for parents, carers, learners, commissioning partners and website users

Document control	Details
Organisation	Care and Horizon Ltd trading as Luma Education
Company number	16692356
Registered office	1 Quality Court, London, England, WC2A 1HR
Website	www.lumaeducation.co.uk
Main telephone	020 3507 0057
Email / policy contact	hr@lumaeducation.co.uk
Policy owner	Director
Issue date	10 June 2026
Version	1.0
Review date	September 2026, or earlier if guidance, provision, website services or organisational arrangements change
Status	Public website policy

Plain English summary

We aim to resolve concerns quickly and fairly. Safeguarding, immediate safety, data protection and serious conduct concerns will be escalated through the relevant specialist procedure without waiting for the normal complaints timescale.

1. Purpose and scope

Luma Education is committed to providing a high-quality, safe and professional service. We recognise that concerns or complaints may arise and we will handle them respectfully, fairly and without unnecessary delay.

This policy applies to complaints from parents, carers, learners, commissioners, schools, local authorities, visitors, website users and third parties. Staff grievances are handled under internal staff procedures, although complaints about staff conduct may be managed alongside safeguarding, disciplinary or HR processes where required.

2. What this policy covers

Covered by this policy	Handled under another route where needed
Quality of tuition, assessment, communication, administration, facilities or customer service.	Child safeguarding concerns: Safeguarding and Child Protection Policy.
Concerns about fees, bookings, feedback, timetables, behaviour management or service standards.	Immediate health and safety risks: Health and Safety procedures and emergency action.
Concerns raised by commissioning schools or local authorities about AP service delivery.	Data protection complaints: Privacy Policy and data protection procedure.
Concerns about fairness, reasonable adjustments or equality of access.	Allegations against staff or adults working with children: LADO/safeguarding route where threshold is met.

3. How to make a complaint

Complaints should be raised as soon as possible so that the matter can be reviewed while information is still available.

Method	Details
Email	hr@lumaeducation.co.uk
Telephone	020 3507 0057
Website	www.lumaeducation.co.uk
In person	Speak to the Centre Manager or senior member of staff at the relevant centre.
Post	1 Quality Court, London, England, WC2A 1HR

Information to include

- your name and contact details;
- the learner's name, if relevant;
- which centre, session, staff member or service the complaint relates to;
- what happened and when;
- any evidence or relevant communication;
- the outcome you are seeking.

4. Complaints process

Stage	What happens	Timescale
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Stage	What happens	Timescale
Stage 1: Early resolution	We will try to resolve straightforward concerns informally through the Centre Manager or relevant senior person.	As soon as reasonably possible.
Stage 2: Formal complaint	If the matter cannot be resolved informally, or is serious, the complaint will be logged and reviewed by an appropriate senior person.	Acknowledgement normally within 5 working days. Written response normally within 20 working days.
Stage 3: Senior review	If the complainant remains dissatisfied, they may request a senior review. The review will normally consider whether the complaint was handled fairly and whether the outcome was reasonable.	Request normally within 10 working days of the Stage 2 response. Written review response normally within 20 working days.
Extended timescales	Complex matters, staff absence, safeguarding involvement, third-party evidence or school/local authority involvement may require more time.	We will explain the reason for any delay and provide an updated timescale.

5. Complaints involving AP placements

Where a learner is placed with Luma Education by a school or local authority as alternative provision, we will liaise with the commissioning school or local authority where appropriate. Serious concerns affecting placement safety, attendance, suitability or safeguarding will be escalated promptly.

Parents/carers or commissioners may also use the commissioning school or local authority's own complaint process where the complaint relates to the commissioning decision, placement oversight or wider education plan.

6. Confidentiality and fair handling

- Complaints will be handled sensitively and shared only with people who need to know.
- We will keep appropriate records of complaints, evidence, actions and outcomes.
- We will not normally share confidential staff disciplinary information, but we will explain the outcome that can lawfully and fairly be shared.
- We may decline to investigate abusive, discriminatory, malicious, repetitive or unreasonable complaints, but this decision will be recorded and explained where appropriate.
- No person should be treated unfairly for raising a complaint in good faith.

7. External routes

Issue	Possible route
Safeguarding or child protection risk	Emergency services, local authority children's social care, LADO or the routes set out in our Safeguarding and Child Protection Policy.
Data protection concern	Contact Luma Education first. You may also complain to the Information Commissioner's Office.
Ofsted-registered childcare or welfare concern	Where applicable to the specific registered provision, concerns may be raised with Ofsted.
Commissioned AP placement	The commissioning school or local authority may have its own complaint, quality assurance or contract monitoring route.

Approval and review

Approval item	Details
Approved by	Aiden Bayati, Director
Issue date	10 June 2026

Approval item	Details
Next review	September 2026, or earlier if guidance, provision, website services or organisational arrangements change
Distribution	Website, parents/carers, learners, staff, tutors, commissioners and partners on request