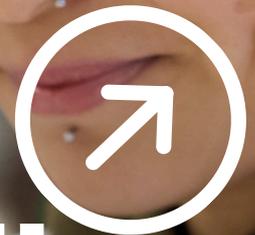




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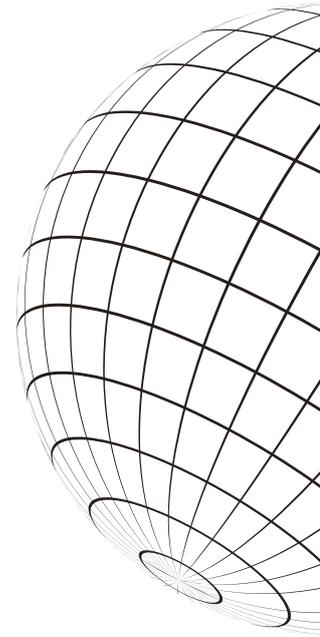
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Complaints Policy & Procedure

London Maths & Science College
167 Commercial Road, London, E1 2DA
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COMPLAINTS POLICY AND PROCEDURE



Legal entity: London Maths & Science College (LMSC) – Limited Company
(Companies House No. 16822143)

Registered office / campus: 167 Commercial Road, London, E1 2DA

Complaints contact (email): info@lmsc.org.uk

Document Owner: Principal / Head of Centre

Approved by: Proprietor / Governing Body

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1. Purpose

London Maths & Science College (LMSC) is committed to providing a high-quality educational experience and to handling concerns and complaints fairly, consistently and promptly.

This policy:

- provides a clear route for raising concerns and complaints;
 - ensures complaints are managed in a way that is impartial, timely and proportionate;
 - supports LMSC's compliance with safeguarding expectations and awarding organisation requirements (including Cambridge International and JCQ-related processes); and
 - ensures that learning from complaints informs continuous improvement.
-

2. Scope

This policy applies to complaints from:

- learners (including applicants, current learners and leavers);
- parents/carers (where applicable);
- members of the public and other stakeholders about services provided by LMSC.

It covers complaints about:

- teaching, learning and assessment delivery;
- behaviour management, pastoral support and learner experience;
- administration, admissions and communications;
- facilities, safety and operational services; and
- discrimination, equality-related concerns and service standards.

This policy does not replace specialist procedures for:

- **Safeguarding concerns** (must be reported immediately under the Safeguarding and Child Protection Policy to the DSL/DDSL).
- **Examination results, reviews of marking, access arrangements, special consideration or malpractice** (must follow the Exams Policy and relevant awarding organisation post-results/appeals processes).
- **Staff employment/grievances** (handled through HR policies).
- **Whistleblowing/public interest disclosures** (handled through the Whistleblowing Policy).

Where a complaint overlaps (e.g., a complaint includes a safeguarding allegation), the safeguarding element will be managed under safeguarding procedures alongside (or in place of) the complaints procedure.

3. Policy statement and principles

LMSC will:

- treat complainants respectfully and without disadvantage;
 - ensure complaints are handled with appropriate confidentiality;
 - respond within published timescales wherever reasonably possible;
 - make reasonable adjustments to support accessibility (including disability, language needs or additional needs);
 - ensure decision-making is impartial and evidence-based; and
 - record outcomes and actions for accountability and improvement.
-

4. Definitions

- **Concern:** An expression of dissatisfaction that can normally be resolved quickly by frontline staff (informal stage).
 - **Complaint:** A formal expression of dissatisfaction requiring investigation and a written outcome.
 - **Working day:** A day when LMSC is open for business (excluding weekends and public holidays).
-

5. Roles and responsibilities

5.1 Principal / Head of Centre (Eman Ahamed)

- Overall accountability for the implementation of this policy.
- Acts as the Stage 2 decision-maker (unless the complaint is about the Principal).
- Ensures complaints data and learning are reported to governance.

5.2 Proprietor / Governing Body

- Provides oversight of complaints handling and ensures there is an independent escalation route.
- Convene/appoint a Complaints Panel at Stage 3 when required.

5.3 Complaints Officer (administration function)

- The complaints administration function is managed via **info@lmsc.org.uk**.
- Logs complaints, acknowledges receipt, tracks timescales, and ensures documents are stored securely.

5.4 Staff

- Resolve concerns quickly where possible and signpost the formal process where needed.
- Cooperate with investigations and provide accurate information when requested.

5.5 Learners and parents/carers

- Raise issues promptly and provide relevant information to assist investigation.
- Engage respectfully with the process.

6. How to raise a complaint

6.1 Informal resolution (Stage 1 – Concern)

LMSC encourages concerns to be raised promptly so they can be resolved quickly.

Concerns should be raised to the most appropriate person, such as:

- subject teacher / personal tutor;
- Head of Faculty; or
- Vice Principal (Academic) / Vice Principal (Pastoral), depending on the issue.

If a concern cannot be resolved informally, the complainant may progress to Stage 2.

6.2 Formal complaint submission (Stage 2)

A formal complaint should be submitted in writing to: **support@lmsc.org.uk**

or delivered to reception for forwarding to the Principal / Head of Centre.

The complaint should include:

- the complainant's name and contact details;
- the learner's name (if relevant);
- a clear summary of the complaint with dates/times where possible;
- any actions already taken to resolve it; and
- the outcome sought.

Anonymous complaints: LMSC will consider anonymous complaints where there is sufficient information or where safeguarding/serious risk issues are indicated. However, it may not be possible to provide a formal outcome without contact details.

7. Procedure and timescales

Stage 1 – Informal resolution (Concern)

- Staff will aim to resolve concerns promptly.
- Where a concern is raised in writing, LMSC will aim to respond within **10 working days**.

Stage 2 – Formal complaint investigation (Principal / Head of Centre)

Acknowledgement: within **3 working days** of receipt.

Investigation and written outcome: normally within **20 working days** of acknowledgement.

The investigation may include:

- review of relevant records;
- meetings with the complainant (in-person or online);
- interviews with staff/learners as appropriate; and
- consideration of policy and procedural compliance.

Stage 2 outcome letter will include:

- a summary of the complaint and investigation steps;
- findings and decision (upheld/partially upheld/not upheld);
- any remedies/actions and timescales; and
- the right to escalate to Stage 3 and how to do so.

Stage 3 – Complaints Panel review (Proprietor / Governing Body)

If the complainant remains dissatisfied after Stage 2, they may request a Panel Review.

Request deadline: within **10 working days** of the Stage 2 outcome letter.

The request must be in writing to: **info@lmsc.org.uk**, marked “Stage 3 Complaints Panel”.

Panel arrangements

- The Panel will normally comprise **three individuals**, including at least **one person independent** of the day-to-day management of LMSC.
- The Panel will review whether the complaint was handled fairly and whether the decision was reasonable based on the evidence.
- The Panel may: uphold the complaint, partially uphold, dismiss it, or recommend further actions/learning.

Timescales

- Panel meeting will normally take place within **20 working days** of the Stage 3 request.
- Written outcome will normally be issued within **10 working days** after the meeting.

Finality

- The Stage 3 outcome is LMSC’s final internal decision.

8. Complaints about the Principal / Head of Centre

Where the complaint concerns the Principal / Head of Centre (Eman Ahamed), the complaint will bypass Stage 2 and go directly to a **Proprietor / Governing Body appointed investigator**.

- Acknowledgement: within **3 working days**

- Written outcome: normally within **20 working days**

If the complainant remains dissatisfied, they may request a **Stage 3 Complaints Panel** as above.

9. Safeguarding, welfare and high-risk complaints

Any complaint that indicates:

- a safeguarding concern,
- a risk of harm,
- criminality,
- serious harassment or discrimination, or
- allegations against staff,

will be escalated immediately to the **DSL/DDSL** and managed under safeguarding/allegations procedures. The complaints process may be paused or limited to avoid compromising safeguarding action.

10. Complaints relating to examinations and awarding organisations

LMSC must follow awarding organisation rules for:

- access arrangements and special consideration;
- malpractice and maladministration;
- reviews of marking, access to scripts and post-results services; and
- academic appeals for internal assessment components where permitted.

Such matters are handled under the **Exams Policy, Malpractice & Maladministration Policy**, and the relevant awarding organisation process (including Cambridge International and JCQ requirements). Where a complainant raises these issues via the complaints route, LMSC will redirect them to the correct regulated route and confirm this in writing.

11. Remedies and outcomes

Where a complaint is upheld or partially upheld, LMSC may:

- provide an apology;
 - review or correct records where appropriate;
 - provide additional support or action planning;
 - review service processes and staff guidance;
 - implement training, supervision or quality assurance actions; and/or
 - take proportionate disciplinary or management action (where appropriate and lawful).
-

12. Confidentiality, data protection and record keeping

- Complaints will be handled confidentially and shared only with those who need to know to investigate and respond.
 - Personal data will be processed in line with UK GDPR and the Data Protection Act 2018 and LMSC's Digital Privacy/Data Protection policies.
 - A complaints log will record: date received, category, stage, actions taken, outcome, timescales and any learning actions.
 - Complaint files will be retained securely in accordance with LMSC's Records Management and Retention Schedule.
-

13. Unreasonable, persistent or vexatious complaints

LMSC recognises that a small number of complainants may pursue complaints in a way that is unreasonable (e.g., excessive contact, abusive language, refusing to accept final decisions, or making repeated complaints without new evidence).

In such cases, LMSC may:

- set clear contact boundaries (single point of contact; communication in writing only);
- limit the frequency of communications;

- refuse to consider repeated complaints on the same matter unless new evidence is provided; and/or
- end correspondence once the process is exhausted.

Any such decision will be made by the Principal / Head of Centre (or Governing Body where the complaint is about the Principal) and confirmed in writing with reasons.

14. Accessibility and support

LMSC will make reasonable adjustments for complainants who require support, including:

- providing information in accessible formats where feasible;
 - arranging interpreter/translation support where required and proportionate; and
 - allowing a companion/advocate to attend meetings.
-

15. Monitoring and review

- The Principal / Head of Centre will provide periodic summary reporting to the Proprietor / Governing Body on complaint themes, outcomes, and improvement actions.
 - This policy is reviewed annually or earlier following significant changes to regulatory guidance, awarding organisation expectations, or learning from serious complaints.
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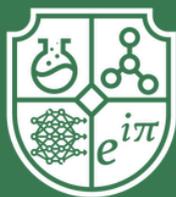
16. Related LMSC documents

- Safeguarding and Child Protection Policy
- Managing Allegations Against Staff Procedure
- Behaviour Policy and Student Code of Conduct
- Equality, Diversity and Inclusion Policy
- Exams Policy (including Cambridge and JCQ compliance)
- Malpractice & Maladministration Policy
- Appeals Policy (academic/post-results, where applicable)
- Digital Privacy Policy / Data Protection Policy
- Whistleblowing Policy

- Records Management and Retention Schedule
-

Approval and Review Record

Version	Approved by	Approval date	Effective date	Review date	Summary of changes
1.0	Proprietor / Governing Body	18 Feb 2026	18 Feb 2026	18 Feb 2027	Initial issue



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