

Warren Dodd Education

Engage. Learn. Thrive.

warrendoddeducation.co.uk

Complaints Policy

Warren Dodd Education | Version 1.0 | April 2026 | Review: April 2027

If something is not right, we want to know. Feedback — including complaints — helps us be better. This policy explains how to raise a concern and what will happen when you do.

Step 1 — Talk to us

Most concerns can be sorted quickly through an honest conversation. Please speak with David Dodd directly — either in person at the start or end of a session, or by email via warrendoddeducation.co.uk. We will respond within 3 working days.

Step 2 — Formal complaint

If your concern has not been resolved through Step 1, or if you prefer to make a formal complaint straight away, please send it in writing by email via warrendoddeducation.co.uk. Please mark it clearly as a formal complaint and include:

- Your name and contact details
- What the complaint is about, with relevant dates
- What outcome you are hoping for

We will acknowledge your complaint within 3 working days and give you a full written response within 10 working days. If we need more time to investigate, we will keep you updated.

Step 3 — External support

If you are still not satisfied after Step 2, you can contact:

- Data protection concerns: Information Commissioner's Office at ico.org.uk
- Safeguarding concerns: Cheshire East Children's Services MASH on 0300 123 5012
- General consumer concerns: Citizens Advice on 0808 223 1133

Safeguarding complaints

Any complaint that involves the safety or welfare of a child will be dealt with under our Safeguarding Policy immediately, regardless of what stage the complaint is at.

Records

All formal complaints and their outcomes are recorded and kept securely for at least three years.

Signed: David Dodd | Warren Dodd Education | Date: April 2026

Review date: April 2027