

## **The London Steiner Waldorf Early Childhood Studies 'Concerns, Complaints, Questions' Policy**

This document sets out our policy and procedures for asking questions and expressing concerns and the registering of a formal complaint. It applies to students and tutors and any interested parties who are engaged either directly or indirectly with our activities.

Our core aim is to perpetuate a climate of collegiality, mutual trust, and respect by facilitating the resolution of differences and concerns in a timely, objective, and equitable manner.

Concerns and questions may include both academic and non-academic matters about any matter in relation to the training course.

We value all our students and tutors and aim to provide excellent service in all aspects of our work. Therefore, it is important that you are confident that you can raise any concerns with us immediately so that we may address them.

### **The aim of this policy is:**

- to enable students and tutors to enquire, question and express concerns about any aspect of the qualification or its associated activities.
- to attempt to provide a response at the earliest opportunity.
- to review and record concerns, complaints, or any questions to ensure openness.
- to facilitate a student's possibility to express concerns/complaints to the awarding organisation, where appropriate (see procedure below)
- to protect the interests of all students and tutors and the integrity of the qualification.

### **To do this The London Steiner Waldorf Early Childhood Studies will:**

- inform students at induction of the policy.
- record, track and review any concerns, complaints, and questions.
- forward the concern/complaint or question to the Crossfields Institute when a student or tutor considers that a question or concern/complaint has not been addressed satisfactorily internally.
- keep a record of concerns/complaints/questions for inspection by Crossfields Institute for a minimum of 18 months.
- monitor concerns/complaints/questions to inform quality improvement.

### **Procedure**

Concerns and questions may be expressed by:

- a student
- a tutor

and may be about any matter, academic or non-academic in relation to the training course.

### **Step 1:**

Students are encouraged to raise the matter personally at an early stage directly to the tutor concerned. This should involve an informal discussion which in most cases manages to resolve the concern. (This should normally happen within ten days of the cause for concern).

Tutors should raise concerns directly with Julia Allan, (tutor pastoral support) who could then share the matter with Suzanne Leek (pastoral lead/IQA)

Tutor pastoral support – Julia Allan  
Email: julia.allan71@gmail.com

**Please 'cc' Suzanne Leek with all communication which is sent via email in relation to concerns/complaints/questions.**

Pastoral Lead – Suzanne Leek  
Email: suzanneleek@loswec.co.uk

It is our aim to deal with any issues that may arise through our concern procedure above. However, if a matter cannot be resolved informally it should be raised as a formal complaint according to step 2 below.

### **Step 2:**

If the matter is not resolved with Step 1 above, the student/tutor may take the matter to Suzanne Leek (pastoral lead/IQA). This should be expressed in writing.

Please provide:

- your full name
- contact details including a daytime telephone number
- a full description of your complaint (including subject matter and dates and times if known or relevant)
- any names of the people you have dealt with so far

This letter will be acknowledged within 2 working days of receipt and a response made within 5 working days. The student/tutor may be invited to a meeting to discuss their complaint and the proposed resolution.

### **Step 3:**

If you are dissatisfied with the decision made regarding your complaint, or wish to make an appeal against the decision, you may appeal by notifying Suzanne Leek in writing within 21 working days of the decision you are appealing, giving full details of why you wish to appeal.

### **Step 4:**

If you are still unhappy with the outcome of your appeal you may contact Crossfields Institute directly for more information on how to pursue your appeal.

Please go to: [info@crossfieldsinstitute.com](mailto:info@crossfieldsinstitute.com)

*This policy will be reviewed every 12 months by the London Steiner Waldorf Early Childhood Studies.*