

Remedicare Education Services

Complaints Policy

Organisation: Remedicare Education Services

Policy Owner: Directors

Effective Date: September 2026

Review Date: September 2027

1. Policy Statement

Remedicare Education Services is committed to providing safe, high-quality, individualised and inclusive Alternative Provision (AP) for children and young people.

We recognise that, despite our best efforts, concerns and complaints may sometimes arise. Remedicare welcomes complaints as an opportunity to listen, understand concerns, learn from experience and improve the quality and safety of our provision.

Remedicare will ensure that complaints are:

- taken seriously;
- treated fairly, respectfully and objectively;
- investigated proportionately;
- dealt with within reasonable and clearly communicated timescales;
- managed sensitively and confidentially;
- handled in accordance with UK data protection legislation;
- accessible to children and young people, parents, carers and professionals;
- considered alongside the child's or young person's wishes and feelings where appropriate; and
- used to identify learning and improvements.

No child or young person will be disadvantaged because they, their parent, carer or another person has raised a concern or complaint in good faith.

This policy applies to Remedicare's education and Alternative Provision services, including:

- site-based provision;
- outreach provision;
- individualised education packages;
- off-site and outdoor learning activities;
- learner transport where provided by Remedicare;

- commissioned education and support packages; and
- other education or support services delivered by Remedicare Education

Remedicare will operate this policy in a manner that reflects the expectations of the Department for Education's guidance relating to Alternative Provision, the **Non-school alternative provision: voluntary national standards**, relevant safeguarding arrangements and applicable legal and contractual requirements.

2. Purpose of the Policy

The purpose of this policy is to provide a clear, fair and accessible process for raising, investigating and resolving complaints about Remedicare's services.

The policy aims to:

- resolve concerns at the earliest appropriate opportunity;
- provide a clear formal complaints process where informal resolution is unsuccessful;
- ensure complaints are investigated fairly and impartially;
- ensure complainants receive a clear response;
- ensure safeguarding concerns are dealt with through appropriate safeguarding procedures;
- protect children and young people from disadvantage or retaliation following a complaint;
- provide reasonable adjustments and accessible routes for making complaints;
- ensure complaints are appropriately recorded;
- identify learning and improve Remedicare's practice; and
- provide appropriate escalation where a complainant remains dissatisfied.

3. Scope

This policy applies to complaints relating to services provided directly by Remedicare Education Services.

It applies to complaints made by or on behalf of:

- children and young people;
- parents and carers;
- commissioning schools;
- Local Authorities;
- professionals;
- partner organisations;
- other agencies involved with a child or young person;
- members of the public; and

- other individuals directly affected by Remedicare's services.

This policy does not replace separate procedures where a matter is governed by a specific statutory, safeguarding, employment, regulatory or legal process.

Where another procedure is more appropriate, Remedicare will explain this to the complainant and, where appropriate, assist them to identify the correct route.

4. Who Can Make a Complaint?

A complaint may be made by:

- a parent or carer;
- a child or young person;
- a professional working with the child or young person;
- a commissioning school;
- a Local Authority representative;
- a placing or funding organisation;
- another professional or agency involved in the child's education or welfare;
- a member of the public; or
- another person directly affected by Remedicare's services.

A person may make a complaint on behalf of another individual where they have appropriate consent or authority.

Where a complaint is made on behalf of a child or young person, Remedicare will consider:

- the child's age;
- their communication and developmental needs;
- their understanding;
- their wishes and feelings;
- their right to be heard;
- their best interests; and
- whether they require an advocate or trusted adult to support them.

A child or young person will not be prevented from raising a concern simply because they are unable to make a formal written complaint.

5. Concerns and Complaints

A concern is generally an expression of worry, dissatisfaction or uncertainty where the person is seeking clarification, reassurance or an informal resolution.

A complaint is generally an expression of dissatisfaction about an action taken, a decision made, a service provided or a failure to take appropriate action.

Where appropriate, Remedicare will seek to resolve concerns informally and at the earliest opportunity.

However, a complainant will not be required to complete an informal stage before making a formal complaint.

A complaint may proceed directly to formal investigation where:

- the complainant requests this;
- the matter is serious;
- the matter concerns safeguarding;
- the matter concerns a senior leader;
- informal resolution would not be appropriate;
- there is a significant conflict of interest; or
- Remedicare considers formal investigation necessary.

6. Principles of the Complaints Procedure

Remedicare will:

- listen carefully to complaints;
- treat complainants with dignity and respect;
- investigate complaints objectively;
- avoid conflicts of interest;
- communicate clearly and honestly;
- provide reasonable adjustments where required;
- consider the child's or young person's views and welfare;
- protect confidential information;
- share information where legally necessary and proportionate;
- take safeguarding action where required;
- keep complainants informed where investigations take longer than expected;
- provide clear reasons for decisions;
- identify learning from complaints; and
- monitor complaints to identify recurring issues and areas for improvement.

Making a complaint will not, in itself, affect the quality of education, support or treatment provided to a child or young person.

7. How to Raise a Concern or Complaint

A concern or complaint may be made:

- in person;
- by telephone;
- by email;
- in writing;
- through the Remedicare website or contact form; or
- through another communication method agreed with the complainant.

A complainant will not be required to use a particular form or wording.

Where a complaint is made verbally, Remedicare may make a written record to ensure the concern is accurately understood.

Where possible, complaints should include:

- the complainant's name and contact details;
- the name of the child or young person, where relevant;
- the nature of the concern;
- relevant dates;
- the people involved, where known;
- relevant evidence or documentation; and
- the outcome the complainant is seeking.

A lack of information will not automatically prevent Remedicare from considering a complaint.

8. Where to Send a Complaint

Concerns should normally be raised with the member of staff responsible for the relevant aspect of the provision or with the relevant Centre Manager, Head of Provision or Line Manager.

A formal complaint should be sent to:

Remedicare Education Services

For the attention of: Centre Manager / Behaviour & Inclusion Manager / Director

Email: SLT@remedicare.co.uk

Where a complaint concerns a Director, it will be allocated to another Director who has had no prior involvement in the matter.

Where a complaint concerns the entire Director group, Remedicare will appoint an appropriate person to manage or investigate the complaint.

9. Accessibility and Reasonable Adjustments

Remedicare is committed to ensuring that its complaints process is accessible and inclusive.

Reasonable adjustments will be considered in accordance with the **Equality Act 2010** and relevant equality duties.

This may include:

- accepting a verbal complaint;
- providing information in an alternative format;
- allowing additional time where appropriate;
- arranging meetings at an accessible location;
- using an alternative communication method;
- allowing a complainant to be supported by a trusted person or advocate;
- assisting a person to communicate their complaint;
- providing accessible or simplified information; and
- considering communication, developmental or disability-related needs.

Remedicare will also consider the needs of children and young people who may have difficulty communicating their concerns.

The Equality Act 2010 protects people from discrimination, harassment and victimisation relating to protected characteristics and includes duties relating to reasonable adjustments. The updated EHRC Services Code of Practice came into force in August 2026 and provides current guidance on the application of the Equality Act to services.

10. Safeguarding Complaints

Where a complaint raises a concern about the safety or welfare of a child or young person, Remedicare will immediately consider whether the matter is a safeguarding concern.

Safeguarding concerns must not be delayed while the ordinary complaints process is followed.

Where appropriate, the matter will be managed under Remedicare's Child Protection & Safeguarding Policy.

This may include referral or information sharing with:

- Children's Social Care/MASH;
- the Local Authority Designated Officer (LADO);
- the police;
- the child's allocated social worker;
- the Designated Safeguarding Lead of the commissioning school;
- the relevant Local Authority;
- another safeguarding professional; or
- another appropriate agency.

Remedicare will cooperate with external safeguarding investigations.

Where an external safeguarding agency is investigating the matter, Remedicare may pause, adapt or limit its complaints investigation where necessary to avoid interfering with that investigation.

This does not prevent Remedicare from taking immediate action required to protect a child or young person.

All staff must follow Remedicare's safeguarding procedures and report safeguarding concerns without delay.

11. Complaints About Staff

A complaint about a member of Remedicare staff will normally be considered under this policy.

Where a complaint raises concerns about:

- professional conduct;
- capability;
- behaviour;
- performance;
- breach of policy;
- professional boundaries; or
- other employment matters,

Remedicare may also use its internal disciplinary, capability or other employment procedures.

The complaints process and any employment process may operate alongside each other where appropriate.

Remedicare will not normally disclose confidential employment information or disciplinary action taken against an employee.

Where appropriate, the complainant may be informed that the matter has been addressed through the relevant internal process.

Where an allegation concerns potential harm, abuse or a safeguarding risk to a child or young person, the matter will be managed under Remedicare's safeguarding procedures and relevant external safeguarding arrangements.

12. Complaints About Directors or Senior Leaders

Remedicare recognises the importance of independence when a complaint concerns a senior member of the organisation.

Where a complaint concerns:

- a Director;
- the Director of Education;
- a member of the Senior Leadership Team;
- a Centre Manager; or
- another person who would normally investigate the complaint,

the complaint will be allocated to another suitably senior person who has had no prior involvement.

Where this is not possible, Remedicare will appoint an investigator.

The investigator may be an appropriately qualified:

- education professional;
- safeguarding professional;
- governance professional; or
- other suitably experienced independent person.

The investigator must have no conflict of interest.

13. Complaints About Commissioned Services

Remedicare provides Alternative Provision that may be commissioned by schools, Local Authorities or other organisations.

Where a complaint concerns a decision or action that is outside Remedicare's authority, Remedicare will explain this clearly.

For example, Remedicare cannot overturn:

- a Local Authority decision regarding an EHCP;
- a Local Authority funding decision;
- a school's placement decision;
- a commissioning body's contractual decision;
- a statutory decision made by another organisation.

Remedicare will investigate the elements of the complaint that relate to its own service.

Where appropriate, Remedicare will advise the complainant which organisation has responsibility for the remaining matter.

Where a commissioning organisation has its own complaints process, Remedicare will cooperate with that process where appropriate.

14. Separate Statutory and Alternative Routes

Some matters are subject to separate legal, statutory or contractual procedures.

These may include:

Safeguarding

Safeguarding concerns will be managed under Remedicare's safeguarding procedures and referred to the appropriate agency where required.

SEND and EHCP matters

Remedicare can investigate concerns about the education, support or services it provides.

However, Remedicare cannot make or overturn statutory decisions made by a Local Authority regarding an EHCP.

Parents and carers may need to use the relevant Local Authority SEND complaints process or the appropriate mediation or SEND Tribunal route.

Admissions or placement decisions

Where a decision belongs to a commissioning school or Local Authority, the complainant should use that organisation's complaints or appeal process.

Criminal matters

Concerns involving alleged criminal activity may need to be reported to the police.

Employment matters

Concerns raised by Remedicare employees about their employment will normally be dealt with under the relevant:

- grievance procedure;
- disciplinary procedure;
- whistleblowing procedure; or
- other employment process.

Whistleblowing

Staff and contractors who raise concerns about serious wrongdoing, malpractice, safeguarding failures or other matters in the public interest should refer to Remedicare's **Whistleblowing Policy** where appropriate.

15. Data Protection Complaints

Remedicare recognises its responsibilities under the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Since 19 June 2026, organisations must provide a clear means for individuals to make data protection complaints, acknowledge such complaints within 30 days, investigate them appropriately and communicate the outcome without undue delay.

A data protection complaint may concern:

- the handling of personal information;
- inappropriate disclosure of information;
- inaccurate personal information;
- the storage of personal information;

- information sharing;
- information security;
- access to personal information;
- use of photographs or recordings; or
- another concern about Remedicare's processing of personal data.

Data protection complaints should be sent to Remedicare using the contact details in this policy and clearly marked:

"Data Protection Complaint"

Remedicare will:

- provide a clear route for making a data protection complaint;
- acknowledge the complaint within 30 days;
- investigate appropriately and without undue delay;
- keep the complainant appropriately informed;
- communicate the outcome without undue delay; and
- provide information about further rights where appropriate.

The data protection complaints process may operate separately from the general complaints process where appropriate.

Individuals who remain dissatisfied may complain to the Information Commissioner's Office (ICO).

16. Anonymous Complaints

Remedicare will consider anonymous complaints where sufficient information is provided.

The Directors will determine whether an investigation is appropriate by considering:

- the seriousness of the allegation;
- the information available;
- whether safeguarding concerns are raised;
- whether the matter can reasonably be investigated;
- the potential risk to a child or young person;
- the potential risk to staff or others; and
- whether further action is necessary.

Anonymous safeguarding concerns will always be considered under Remedicare's safeguarding procedures.

17. Complaints Timeframes

Complaints should normally be raised as soon as reasonably possible and preferably within three months of the event or issue giving rise to the complaint.

Remedicare may consider complaints made outside this period where there is a reasonable explanation.

This may include where:

- the complainant was unaware of the issue;
- the issue is ongoing;
- the complaint relates to a series of connected events;
- there were barriers preventing the complaint being made earlier;
- new information has become available;
- the matter concerns safeguarding; or
- another reasonable explanation exists.

A complaint will not automatically be rejected simply because it was made outside the usual timeframe.

18. Stage 1 – Informal Resolution

Where appropriate, concerns should initially be raised with the relevant member of staff, Line Manager, or Centre Manager.

The person receiving the concern will seek to:

- understand the issue;
- clarify what has happened;
- identify the outcome being sought;
- provide an explanation where appropriate; and
- resolve the concern as quickly as reasonably possible.

This may involve:

- a telephone conversation;
- a meeting;
- clarification by email;
- discussion with relevant staff;
- review of a learner's provision;

- review of communication arrangements; or
- another appropriate resolution.

An informal concern may be recorded where appropriate.

A complainant will not be required to use Stage 1 where they wish to make a formal complaint or where the nature of the concern requires formal investigation.

19. Stage 2 – Formal Complaint

A formal complaint should normally be made in writing, although Remedicare will provide reasonable support where a person cannot make a written complaint.

The complaint should explain, where possible:

- what the complaint is about;
- what happened;
- when it happened;
- who was involved;
- what steps have already been taken;
- any supporting information; and
- what outcome the complainant is seeking.

Remedicare will normally acknowledge receipt within 5 working days.

The acknowledgement will identify:

- the person responsible for investigating the complaint;
- the expected timescale;
- the next steps; and
- any information required from the complainant.

The investigator will:

- review relevant documentation;
- speak to relevant staff;
- speak to the complainant where necessary;
- consider evidence supplied;
- review relevant records;
- consider the child or young person's views where appropriate;
- consider relevant policies and procedures;

- identify whether further action is required; and
- ensure that the investigation is proportionate to the complaint.

The investigator must not investigate a matter where they have a conflict of interest.

A formal written response will normally be provided within 15 working days.

Where this is not possible because the complaint is particularly complex or requires information from another organisation, Remedicare will explain the reason for the delay and provide a revised timescale.

The response will:

- summarise the complaint;
- explain the investigation undertaken;
- provide the outcome;
- explain the reasons for the decision;
- identify any action Remedicare intends to take; and
- explain how the complainant can request escalation.

20. Stage 3 – Director Review

If the complainant remains dissatisfied following Stage 2, they may request a Director Review.

The request should normally be made within 10 working days of the Stage 2 response.

The Director Review will consider whether:

- the complaint was properly investigated;
- relevant evidence was considered;
- the decision was reasonable and proportionate;
- relevant Remedicare policies and procedures were followed;
- agreed actions have been implemented; and
- further action is required.

The Director conducting the review should not have been directly involved in the original investigation wherever reasonably practicable.

Where all Directors have been involved, Remedicare will appoint an appropriately independent person to undertake the review.

The reviewer may:

- uphold the original decision;
- partially uphold the complaint;
- overturn the original decision;
- request further investigation; or
- recommend further action.

The Director Review represents the final stage of Remedicare's internal complaints process.

A written outcome will normally be provided within 15 working days of receiving the escalation request.

Where a longer period is required, the complainant will be informed and provided with an expected response date.

21. Independent Review

Remedicare may appoint an independent reviewer at any stage where this would support fairness, impartiality or confidence in the complaints process.

This may be appropriate where:

- the complaint concerns a Director;
- several senior leaders have been involved;
- there is a significant conflict of interest;
- the complaint is particularly serious or complex;
- a commissioning organisation requests independent oversight; or
- Remedicare considers independent oversight appropriate.

The independent reviewer must have no prior involvement in the complaint.

22. Outcomes and Remedies

Where a complaint is upheld, either wholly or partially, Remedicare will consider what action is appropriate.

This may include:

- an apology;
- an explanation;
- correction of inaccurate information;
- additional support for the child or young person;
- review of an education package;
- changes to communication arrangements;
- staff training;
- changes to practice;
- policy or procedural changes;
- additional quality assurance;
- review of risk assessments;
- review of safeguarding arrangements; or
- another proportionate remedy.

Remedicare will seek to ensure that remedies are appropriate to the circumstances.

Remedicare will not disclose confidential information about another person, including confidential employment or disciplinary information.

23. Complaints Involving Other Agencies

Where a complaint involves another organisation, Remedicare will seek to establish which organisation has responsibility for each part of the complaint.

This may include:

- the commissioning school;
- the Local Authority;
- Children's Social Care;
- another education provider;
- a health service;
- a transport provider; or

- another commissioned service.

Where appropriate, Remedicare will cooperate with the relevant organisation's investigation.

Where a complaint relates partly to Remedicare and partly to another organisation, Remedicare will investigate the elements within its control and explain which matters should be addressed by the other organisation.

24. Complaints During External Investigations

Where the police, Local Authority, Children's Social Care, safeguarding services, courts, tribunals or another statutory body are investigating the same matter, Remedicare will consider whether its complaints investigation should:

- continue;
- be adapted;
- be temporarily delayed; or
- be limited to matters that do not interfere with the external investigation.

The complainant will be informed where appropriate.

Safeguarding and immediate risk-management responsibilities will continue regardless of the complaints process.

25. Confidentiality and Information Sharing

Complaints will be handled sensitively and confidentially.

Information will only be shared where there is a legitimate and lawful reason to do so.

Information may need to be shared where:

- safeguarding requires it;
- there is a legal requirement;
- a statutory or regulatory body requests it;
- another organisation is responsible for investigating part of the complaint;
- disclosure is necessary to protect a child or another person; or
- another lawful basis for sharing applies.

Complainants should respect the confidentiality and privacy of other children, families and staff involved in a complaint.

26. Record Keeping

Remedicare will maintain appropriate records of formal complaints.

Records may include:

- the date the complaint was received;
- complainant details;
- the nature of the complaint;
- the child or young person concerned;
- relevant correspondence;
- evidence considered;
- investigation notes;
- meetings held;
- the outcome;
- actions taken;
- recommendations; and
- whether the complaint was upheld, partially upheld or not upheld.

Complaint records will be managed in accordance with Remedicare's data protection and information retention requirements.

Where a complaint raises a safeguarding concern, safeguarding records will be maintained in accordance with Remedicare's Child Protection & Safeguarding Policy and relevant safeguarding recording arrangements.

27. Learning From Complaints

Remedicare considers complaints an important source of organisational learning.

The Directors will periodically review complaints to identify:

- recurring issues;
- communication problems;
- weaknesses in procedures;
- training needs;
- safeguarding themes;
- quality-of-provision concerns;

- patterns involving particular services or activities; and
- areas where systems can be improved.

Where appropriate, learning will inform:

- staff training;
- supervision;
- quality assurance;
- policy reviews;
- provision planning;
- safeguarding reviews;
- risk assessments;
- individual learner support plans; and
- service development.

The purpose of reviewing complaints is not simply to establish fault but to identify how Remedicare can improve.

28. Persistent, Serial or Unreasonable Complaints

Remedicare recognises that complainants may be distressed, frustrated or strongly express their concerns.

A complaint will not be considered unreasonable simply because:

- the complainant is persistent;
- the complainant disagrees with the outcome;
- the complainant makes more than one complaint; or
- the complainant challenges Remedicare's decision.

However, Remedicare may take proportionate steps to manage communications where contact becomes:

- abusive;
- threatening;
- harassing;
- excessively repetitive;
- unreasonable or disproportionate; or
- primarily intended to disrupt the provision.

Where communication arrangements are restricted, Remedicare will:

- explain the reason;
- identify an appropriate alternative communication method;
- ensure genuine safeguarding concerns can still be raised;
- ensure substantive new complaints can still be made; and
- keep the arrangement under review.

A decision to manage unreasonable communication must never prevent a person from raising a genuine safeguarding concern or new substantive complaint.

29. Withdrawal of a Complaint

A complainant may withdraw a complaint at any stage.

Where possible, the withdrawal should be confirmed in writing.

Remedicare may nevertheless decide that further action is required where the complaint raises concerns about:

- safeguarding;
- serious misconduct;
- health and safety;
- legal compliance;
- serious risk to a child or young person;
- potential criminal activity; or
- regulatory or contractual requirements.

30. External Escalation

Remedicare aims to resolve complaints internally wherever possible.

Depending on the nature of the complaint, an individual may have the right to contact another organisation after, or sometimes instead of, using Remedicare's internal procedure.

Relevant organisations may include:

Information Commissioner's Office (ICO)

For concerns about personal data and information rights.

Local Authority

For matters concerning statutory education responsibilities, children's social care, SEND/EHCP decisions or commissioning arrangements that fall within the Local Authority's responsibility.

Police

For concerns involving alleged criminal activity or where a child or another person is believed to be in immediate danger.

Local Authority Designated Officer (LADO)

For allegations relating to an adult working with children where the relevant safeguarding threshold is met.

Department for Education

Where the nature of the complaint falls within the DfE's remit or relates to a commissioning school or other education provider for which the DfE has responsibility.

Ofsted or another relevant regulator

Where the nature of the provision or service falls within that regulator's remit.

Remedicare will not imply that an external body has jurisdiction over Remedicare where it does not.

External organisations may have their own requirements regarding whether an individual must first complete Remedicare's internal complaints process.

31. Complaints by Children and Young People

Remedicare recognises that children and young people may wish to raise concerns about:

- their education;
- treatment;
- relationships;
- staff conduct;
- their environment;
- support received;
- activities;

- transport;
- communication; or
- other aspects of their experience.

Children and young people should be able to raise concerns in a way that is accessible and appropriate to them.

Staff should:

- listen carefully;
- take the concern seriously;
- avoid dismissing the concern;
- avoid making promises of confidentiality that cannot be kept;
- explain what will happen next;
- consider the child's wishes and feelings;
- provide appropriate support;
- involve a trusted adult or advocate where appropriate; and
- follow safeguarding procedures where required.

A child or young person should not be required to communicate their concern through a parent or carer where they are able and wish to raise it themselves.

Where a complaint raises a safeguarding concern, the safeguarding procedure must be followed immediately.

32. Protection From Detriment or Victimisation

Remedicare will not tolerate retaliation, intimidation, victimisation or unfair treatment because a person has raised a complaint in good faith.

This applies to:

- children and young people;
- parents and carers;
- staff;
- volunteers;
- professionals; and
- other individuals raising legitimate concerns.

Any allegation that a person has been disadvantaged or treated negatively because they raised a complaint will be considered appropriately.

Where the allegation concerns staff conduct, the relevant employment and safeguarding procedures may also apply.

33. Monitoring and Review

The Directors have overall responsibility for monitoring the effectiveness of this policy.

Remedicare will monitor complaints to identify:

- numbers and types of complaints;
- response times;
- outcomes;
- recurring concerns;
- safeguarding themes;
- equality and accessibility issues;
- service improvements; and
- any commissioner or regulatory concerns.

The policy will be reviewed annually, or sooner where required because of:

- changes in legislation;
- changes in government guidance;
- changes to Remedicare's services;
- significant learning from complaints;
- safeguarding developments;
- commissioner requirements;
- regulatory findings; or
- changes to data protection requirements.

Next review date: September 2027

34. Related Remedicare Policies

This policy should be read alongside:

- Child Protection & Safeguarding Policy;
- Staff Code of Conduct Policy;
- Whistleblowing Policy;
- Staff Grievance Policy;

- Staff Disciplinary Policy;
- Equality, Diversity and Inclusion Policy;
- Behaviour Policy;
- Learner Missing from Provision and Absconding Policy;
- Transport / Driving for Work Policy;
- Off-Site Policy;
- Lone Working Policy;
- Health and Safety Policy;

35. Legislative and Guidance Framework

This policy has been developed with regard to the legislation, statutory guidance, national standards and arrangements relevant to Remedicare's Alternative Provision services, including:

- Equality Act 2010;
- Data Protection Act 2018;
- UK General Data Protection Regulation (UK GDPR);
- Data (Use and Access) Act 2025;
- Children Act 1989;
- Children Act 2004;
- Education Act 1996;
- Education Act 2002, where applicable;
- Children and Families Act 2014;
- Special Educational Needs and Disability Code of Practice: 0 to 25 years;
- Working Together to Safeguard Children;
- Keeping Children Safe in Education 2026, where applicable to commissioning schools/colleges and relevant safeguarding arrangements;
- Department for Education Alternative Provision guidance;
- DfE Non-school alternative provision: voluntary national standards;
- relevant Local Authority safeguarding procedures;
- relevant commissioning and contractual requirements; and
- relevant Information Commissioner's Office guidance.