

Engage Education Complaints – A Guide for Children and Young People

At Engage Education, we want every child and young person to feel safe, respected and listened to.

Engage Education works with schools and teachers. Sometimes someone who is helping you out at school or in another setting may work for Engage Education, which is why we must hear from you if you feel something isn't right. If you are worried about someone working in your school through Engage, you can tell us.

If something has happened that you are unhappy about, worried about, or think is unfair, you have the right to tell someone and make a complaint.

Making a complaint will not get you in trouble. We will listen and try to help.

What is a complaint?

A complaint is when you tell someone that:

- Something made you feel unsafe, upset, or uncomfortable
- Someone treated you unfairly
- Something went wrong, and you want it fixed
- You are worried about how someone behaved

How can you tell us?

You can speak up in the way that feels easiest for you.

You can:

- Tell a teacher or trusted adult
- Ask a parent, guardian, or friend to help you
- Send an email: customercare@engagepartners.co.uk
- Call: 0333 800 7800

You can also ask someone you trust to make the complaint for you.

What will happen next?

- We will listen carefully to what you say
- We will take your views seriously
- We may ask a few questions to understand the problem
- We will look into what happened
- We will try to fix the problem if something goes wrong
- We will explain what is happening in a way you understand.

Will my complaint be kept private?

Yes. We will try to keep your information confidential. No one will be allowed to tell you off or treat you badly for making a complaint.

Sometimes we may need to tell other people (like safeguarding staff) if we are worried about your safety. This is to help protect you.

Will someone help me?

Yes. You can always have support from:

- A parent or guardian
- A teacher
- A trusted adult
- Another person you feel comfortable with

You do not have to deal with this alone.

What if I am not happy with the answer?

If you feel the problem has not been solved, you can ask us to look at it again. A senior member of our team will review your complaint.

Remember, you have the right to:

- Speak up
- Be listened to
- Be treated fairly
- Feel safe

If something is wrong, please tell someone. We are here to help.