



Complaints Policy

Last updated: 3 September 2025

Complaints Policy

1. Purpose

Ensure parents and students can raise concerns fairly and transparently.

2. Principles

Accessibility, timeliness, confidentiality, impartiality.

3. Process

Stage 1: Informal resolution; Stage 2: Formal complaint to complaints@on22.com; Stage 3: Review by leadership.

4. Record Keeping

All complaints logged securely for quality monitoring.

5. Support

Parents/students supported throughout the process.

FAQs

Q: How do I make a complaint?

A: Email complaints@on22.com with details.

Q: How long will it take?

A: Acknowledgement within 2 days, resolution target 14 days.

Q: Is my complaint confidential?

A: Yes, handled discreetly with respect.

ON22 Academy is an online learning provider. We are not registered as an independent school with the UK Department for Education, but we follow safeguarding and wellbeing practices aligned with UK school standards.