

Complaint procedure policy

V 1.0 Jan 2026

1. Purpose

The **Institute of AI in Education (IAIE)** is committed to delivering its work in a professional, transparent, and responsible manner. We recognise that from time to time concerns or complaints may arise, and we view these as an opportunity to learn and improve.

This Complaints Procedure sets out how individuals and organisations can raise concerns about IAIE's work and how those concerns will be handled.

2. Scope

This procedure applies to complaints relating to:

- IAIE's activities, programmes, or publications
- professional conduct of individuals representing IAIE
- communication, processes, or decision-making
- partnerships, pilot programmes, or professional development activity

This procedure does **not** cover:

- safeguarding concerns (see IAIE's **Safeguarding Policy**)
- data protection complaints (see IAIE's **Privacy Policy**)

3. Guiding Principles

IAIE handles complaints in line with the following principles:

- fairness and impartiality
- transparency and accountability
- proportionality
- timely and respectful communication
- learning and improvement

No individual will be disadvantaged for raising a complaint in good faith.

4. How to Make a Complaint

Complaints should be made in writing and include:

- your name and contact details
- a clear description of the concern or complaint
- relevant dates, people involved, and supporting information
- the outcome you are seeking (where appropriate)

Complaints should be sent to:

 **info@instituteofaiineducation.com**

Subject line: *Complaint*

5. Informal Resolution (Stage 1)

Where appropriate, IAIE will seek to resolve concerns informally in the first instance.

This may involve:

- clarifying misunderstandings
- providing further information or explanation
- discussing practical steps to address the concern

IAIE aims to acknowledge receipt of a complaint within **5 working days** and respond informally where possible within **10 working days**.

6. Formal Complaint (Stage 2)

If a complaint cannot be resolved informally, or if the complainant requests a formal review, the matter will be considered formally.

The formal process includes:

- review of the complaint and relevant information
- consideration by a senior member of IAIE not directly involved in the matter
- a written response outlining findings and any actions to be taken

IAIE aims to provide a written response within **20 working days** of confirming that the complaint is being handled formally.

7. Review and Final Response (Stage 3)

If the complainant remains dissatisfied after Stage 2, they may request a further review.

This review will:

- consider whether the procedure was followed correctly
- assess whether the response was reasonable and proportionate

IAIE's response at this stage will normally represent the **final internal decision**.

8. Confidentiality

All complaints will be handled sensitively and confidentially. Information will be shared only with those who need to be involved in investigating or responding to the complaint.

9. Record Keeping

IAIE keeps a confidential record of complaints and outcomes to:

- ensure accountability
- identify patterns or areas for improvement
- inform organisational learning

10. Vexatious or Repeated Complaints

IAIE reserves the right to manage or limit correspondence where complaints are deemed vexatious, repetitive, or unreasonable, while ensuring fairness and transparency.

11. Accessibility

IAIE aims to make these complaints process accessible.

If you require reasonable adjustments to make a complaint, please contact us, and we will seek to accommodate your needs.

12. Policy Review

This Complaints Procedure is reviewed periodically to ensure it remains effective and appropriate.

13. Contact

For complaints or queries about this procedure, please contact:

 info@instituteofaiineducation.com

Policy Status

Policy Owner: Institute of AI in Education (IAIE)

Last reviewed: 04-01-2026

Next review due: 04-01-2027