

Complaints Procedure

How to raise a concern and what happens next.

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Complaints receive written acknowledgement, impartial assessment, a documented outcome and a review route. Safeguarding allegations and criminal matters are escalated immediately outside the routine timeline.

Applies to: Learners, parents/guardians, payers, applicants, staff and other persons affected by Bateleur services.

Document reference BE-COMP-007 · Reviewed annually and whenever the law or our practice materially changes.

Principles and scope

Bateleur Education (Pty) Ltd resolves complaints promptly, impartially and respectfully, with particular care for children and vulnerable complainants. It will not retaliate against any person who raises a concern in good faith. Matters may concern teaching quality, accessibility, staff conduct, academic administration, admissions, invoices, communications, data protection or services not delivered as agreed.

This procedure is not a condition precedent to making a report to police, a child-protection authority, the Information Regulator, a regulator or a court. Statutory rights and deadlines remain unaffected.

Ways to raise a complaint

Email support@bateleureducation.co.za with "Formal complaint" in the subject or write to 3 Nahoon Street, Sherwood, Gqeberha, 6034, South Africa. A learner may ask an educator or trusted adult to help submit a complaint, but is not obliged to use a staff member who is the subject of the complaint. Privacy matters can be marked for the Information Officer at support@bateleureducation.co.za; confidential safeguarding matters may be sent to info@bateleureducation.co.za or directly to competent authorities.

Provide a name or safe return contact, the learner/account where appropriate, dates, a clear description, relevant non-sensitive evidence, desired resolution and any urgent safeguarding concern. Bateleur accepts a complaint made orally and records it in writing if the complainant needs assistance. Anonymous concerns are assessed on their merits although full feedback may not be possible.

Triage and urgency

- **Emergency/child protection:** refer immediately to the Child Protection Policy and relevant police or social-development authority; no ordinary complaint deadline delays statutory reporting.
- **Data protection/security:** refer promptly to the Information Officer for rights, containment or breach duties under POPIA and PAIA.
- **Billing and routine service:** assign a case owner independent of the subject where feasible, and protect records from unauthorised access.

Service standards

Bateleur aims to acknowledge a complaint within two business days of receipt and issue an initial reasoned written outcome within ten business days after acknowledgement. These are internal service targets, not a reduction of any statutory right or legal timeframe. A complex case may need further time; the complainant must be given an updated date, the reason and contact point.

Where possible, urgent educational continuity measures are considered while a dispute is under investigation. Case records must identify the complaint date, assigned officer, risk category, steps taken, evidence reviewed, outcome and any corrective action.

Review, evidence and fairness

The case owner must clarify the relevant facts, give each affected person a fair opportunity to provide information where appropriate, protect child witnesses and manage conflicts of interest. Privacy and safeguarding confidentiality override any assumption that all evidence must be shared. Keep a reliable record of communications and decisions.

The written outcome should state findings on each material issue, the basis for the conclusion, actions and deadlines, any refund/credit or educational remedy, and how to request an internal review. Where allegations could constitute an offence, the appropriate authority investigates; Bateleur does not purport to determine criminal guilt.

Internal escalation

A dissatisfied person may request review within ten business days of the outcome, or later where fairness requires it. The review should be conducted by a director or other suitably authorised decision-maker who was not materially involved in the initial decision, where feasible. An outcome should normally be issued within ten business days of receiving all necessary review information, with a reasoned delay notice if additional time is required.

Where the alleged wrongdoer is the owner or person normally receiving complaints, the complainant may use the alternative published organisational contact, or report directly to a competent regulator, authority or court. The procedure must never require direct negotiation with an alleged abuser.

External routes and protected rights

- **Personal information:** Information Regulator, POPIAComplaints@inforegulator.org.za; PAIA access-to-record complaints through the Regulator's PAIA process, where applicable.
- **Criminal or child-safety matters:** South African Police Service, provincial social development or a designated child-protection organisation, as the law requires.
- **Consumer or contractual disputes:** an appropriate consumer protection authority, authorised dispute-resolution body or competent court according to jurisdiction. Internal review is voluntary unless a specific lawful process applies.
- **Education-status questions:** an appropriate provincial education department may be approached where it has jurisdiction. Bateleur does not represent itself as a provincially registered independent institution.

Remedies, protection and records

Remedies may include an explanation, correction, appropriate apology, staff training, improved access, alternate teaching arrangements, account adjustment or lawful refund. Bateleur will not promise a remedy outside its control, such as a guaranteed examination mark or action by an external centre.

Complaint records are retained under Bateleur's lawful records schedule and accessed only by authorised decision-makers. Statistics may be reviewed in anonymised form to identify recurring service failures. Unfounded complaints do not automatically constitute misconduct; knowingly malicious conduct is considered separately and fairly.

Review and accessibility

This procedure is communicated at enrolment, made available publicly and reviewed at least annually. Alternative accessible formats or language assistance may be considered where reasonably possible.

Legal and operational references

- [POPIA and PAIA: Information Regulator complaints](#)
- [Consumer Protection Act 68 of 2008](#)
- [Children's Act 38 of 2005](#)