



Complaints Policy

At Two Boats School, we value and promote honest and open communication between staff and pupils. The creation and maintenance of this open style of communication is one of the chief means by which we seek to influence our pupils and lies at the heart of supporting young people using appropriate intervention strategies. One aspect of crucial importance in this lies in adopting a complaints procedure that is easy to follow by pupils and enables them to ascertain the procedures clearly that are in place to ensure that they are listened to. We have a duty to empower pupils wherever possible and maintain a positive caring environment in which they feel safe and free from any form of oppression. A fair and accessible process for receiving, investigating, resolving and learning from complaints is therefore essential. Our parents and the whole school community need to know that there is a way of ensuring that concerns can be addressed and wrongs can be put right. We take all concerns and complaints seriously and will work hard not just to ensure that the immediate matter of concern is resolved, but also that where we have failed in some way, we learn from the process and make sure we do better in future.

GENERAL PRINCIPLES

This policy is intended to guide parents and other stakeholders on how to raise a concern or complaint relating to Two Boats School, or the services that it provides, and how they can expect it to be addressed.

To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

We have a statutory duty to make clear our procedures for dealing with complaints under The Education (Independent School Standards) (England) Regulations 2010. This policy is aimed at adhering to these standards and enabling both pupils and those with an interest in our pupils, the opportunity easily follow the procedures. A young person's guide to the complaints procedures is also available on request.

The complainant should be advised that complaints could always be directed outside the business, to the regulatory authority or the placing authority.

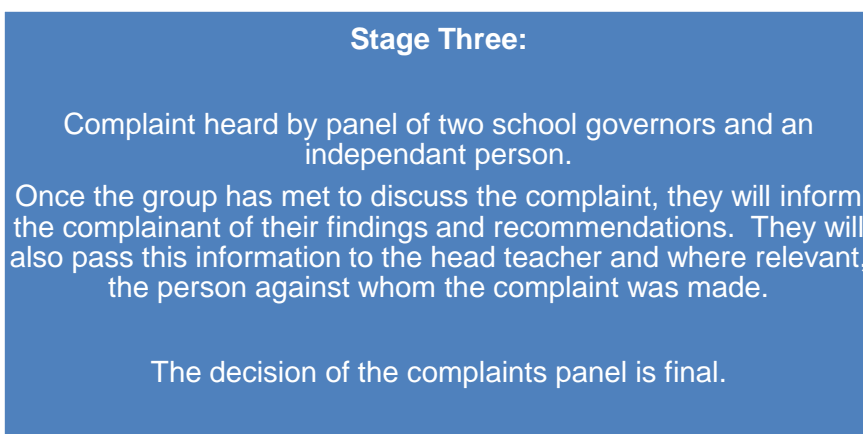
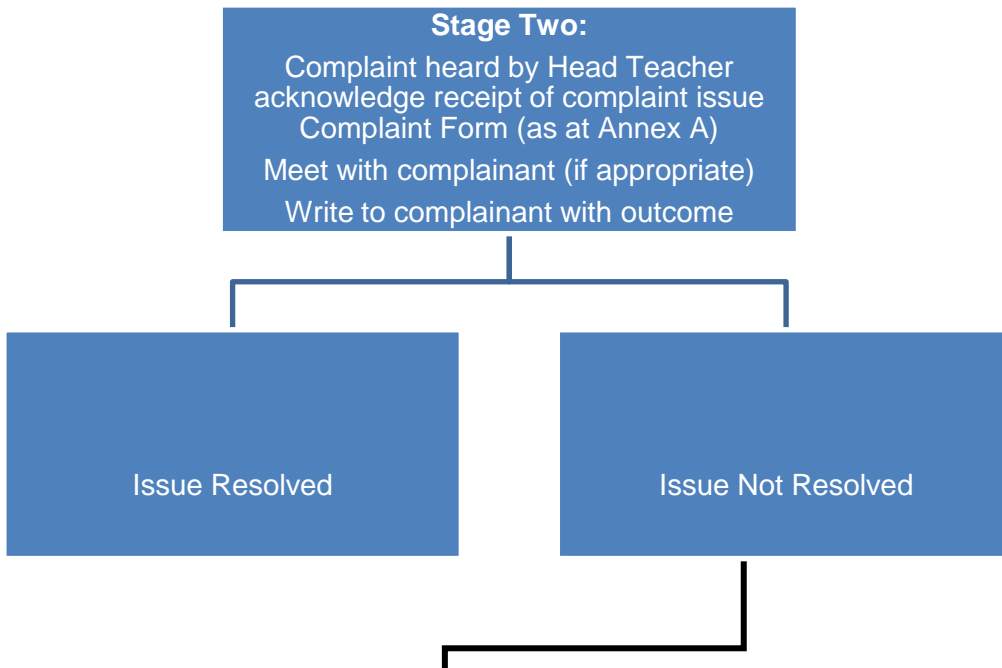
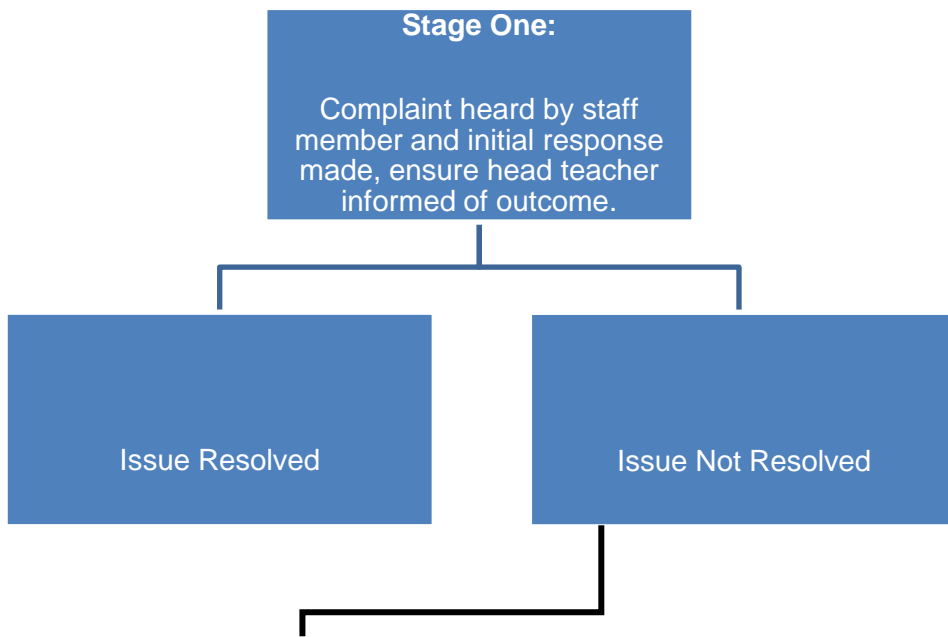
Complaints or allegations of mistreatment or significant harm by staff/carers must be dealt with by way of the Child Protection Referral Procedures, not as complaints.

See Child and Adult Protection Procedure, which contains procedures on referring suspicions or allegations of significant harm.



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Summary of Dealing with Complaints Flowchart



Stage 1 Informal Resolution

As a school, it is essential that we not only act when faced with challenges, but are seen to act. Therefore, the school complaints procedure must be explicit and transparent to all.

The experience of the first contact between the complainant and the school can be crucial in determining whether the complaint will escalate.

It is normally appropriate to communicate directly with the member of staff concerned, this may be by email, letter, telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most matters will be resolved at this informal stage, either with the member of staff concerned, or with one of the Senior Teachers. Staff are required to respond to messages from parents within three working days. It is essential that the school respect the views of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the complainant will be referred to another designated member of staff or head teacher (if not implicated in the complaint)

In the case of serious concerns it may be appropriate to address them directly to the Head teacher (or to the Administrator, if the complaint is about the Head teacher).

In most circumstances, any concerns or worries raised can be discussed with a member of school staff and put to rest. This is known as an '*informal resolution*'. However, there may be occasions when complaints cannot be satisfactorily dealt with in this manner. In these instances, the following procedures should be followed:-

STAGE TWO: Formal Written Complaint

If a concern or complaint is not resolved at the informal stage to the complainant's satisfaction, he or she may choose to put the complaint in writing and pass it to the Head teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head teacher, the complaint should be passed to the Administrator, who will appoint an officer to take responsibility for stage two.

The formal written letter of complaint should include details which might assist the investigation, such as the names of people involved, dates and times of events, and copies of relevant documents. Ideally, it should set out clearly a proposed resolution to the matter.

The Head teacher will acknowledge formal written complaints within 3 working days either with a written response, or outlining an intended course of action. This may involve invitation to a meeting to clarify concerns or further explore the possibility of an informal resolution. It is possible that the complaint will be resolved through a meeting with the Head teacher, but if not, arrangements will be made for the matter to be fully investigated. This will be concluded as soon as possible and the Head teacher will respond in writing to the complainant within a further 10 working days or explain the reasons for any further delay.

Responses to formal written complaints will set out the right to request that the outcome be reviewed by a complaints panel.

STAGE THREE: Complaints Panel

Any complainant who is not satisfied following the formal stage of this procedure may request that the outcome be reviewed by a complaints panel. Any such requests must be made in writing to the Head teacher who will then, in consultation with the Administrator, convene, within 20 working days, a panel consisting of two members of the School Governors Committee and one other person who is completely independent of the school to carry out the review. As well as reviewing the documentation, and any further investigation they consider necessary, the panel will invite the complainant, accompanied by a friend, if he or she wishes, to attend a hearing to explain their concerns and answer any questions about the handling of the complaint and its outcome.

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The complaints panel will communicate its findings and recommendations in writing to the complainant, and, where relevant, the person complained about, the Administrator and the Head teacher.

Recording and Reporting

Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage or proceeded to a panel hearing. The Head teacher reports to the School Governors Committee and the Administrator on a termly basis the nature of any formal complaints and the school's response, and whether they were resolved at this stage or proceeded to a complaints panel hearing. These outcomes are reported in general terms as correspondence, statements and detailed records of complaints are to be kept confidential, except where disclosure is legally required.

APPENDIX A

Example of a complaint form

Please complete and return to School Administrator who will acknowledge receipt and explain what action will be taken.

Your name:	
Pupil's name:	
Your relationship to the pupil:	
Address:	

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try to resolve your complaint.
(Whom did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

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Policy Reviewed By:	Farah Quinn	Signature	Date
Next Review Date:	Aug 2021		April 2020
Interim Review Comments:			
Updated			
Policy Reviewed By:	Farah Quinn	<u>fq</u>	<u>Aug 2019</u>
Next Review Date:	Aug 2020		
Interim Review Comments:			
Policy Reviewed By:			
Next Review Date:			
Interim Review Comments:			
Policy Reviewed By:			
Next Review Date:			
Interim Review Comments:			