

## COMPLAINTS POLICY

<b>Version:</b>	V4
<b>Last updated:</b>	May '18 - Replace previous Policy
<b>Next review:</b>	May '20 or when there is a change in circumstances, in work practices or the introduction of new legislation.
<b>Lead:</b>	Jason Steele
<b>Signed</b>	

This policy is based on recommendation made by the Independent Schools Council and meets all the requirements of The Education (Independent School Standards) Regulations 2003 and the Children's Act 1989.

It will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

## **COMPLAINTS POLICY**

Raise Education and Wellbeing school (part of Raise the Youth Foundation CIC), is totally committed to providing the best educational experience possible for all children and young people who attend our school and provisions.

The policy at Raise is to treat all complaints seriously in accordance with this policy. We recognise the importance to all concerned that complaints are handled in a confidential, fair and timely manner. To this end, we have adopted the underlying principles and procedures set out in this document.

### **Framework of Principles:**

Our complaints procedure aims to:

- encourage resolution of problems by informal means wherever possible;
- be accessible and publicised;
- be simple to understand and use;
- be impartial;
- be non-adversarial;
- handle complaints swiftly within established time-scales
- keep people informed of the progress;
- ensure a full and fair investigation;
- respects confidentiality;
- considers all the issues and provides an effective response and appropriate redress, where justified;
- provides information to the Board of Directors, Governors and SLT so that services can be improved.

### **Definition of complaint:**

A school complaint is any communication received by a person or persons with a legitimate interest in the school, but not employed at the school, which expresses dissatisfaction about the standard of teaching of members of the teaching staff, or about the conduct, actions or omissions of members of the teaching or non-teaching staff employed by the school.

### **Definition of a complainant:**

A complainant is someone:

- who allegedly has been wronged
- whose son or daughter has been wronged (this includes parents, carers or other person with parental responsibility)

Where a complainant is a person under the age of 18 years, the complaint may be pursued only by, or on behalf of, the young person by their parent or carer.

The complaints procedure follows a staged approach:

### **Stage 1 - Informal Resolution**

- It is anticipated that most complaints or concerns raised will be resolved quickly and informally
- Complaints must be made to the Proprietor. The Proprietor will make a written record of all complaints or concerns and the date on which they were received. S/he may then pass the complaint or concern to an appropriate member of staff to resolve the matter.
- Most complaints and concerns are likely to be resolved at this point.
- If the matter is not resolved within 5 school working days or it is apparent that a satisfactory resolution will not be achieved the parents/carers will be advised to progress their complaint to Stage 2.

### **Stage 2 – Formal Resolution**

- If it has not been possible to resolve the complaint or concern on an informal basis, then the parent/carer must put their complaint in writing, addressed to the Proprietor.
- The Proprietor will consider the complaint and will decide on the appropriate response. The aim is to resolve the matter at this stage by meeting or speaking to the parents/carers, usually within 10 school working days.
- The Proprietor will keep written records of all discussions or meetings in relation to the complaint.
- It may be necessary for the Proprietor to conduct further enquiries or investigations.
- Once the Proprietor is satisfied, as far as is reasonable, that all the relevant facts have been established, a decision will be made and the parents/carers informed in writing. The Proprietor will aim to do this within 15 school working days.
- If the parents/carers are still not satisfied with the decision they should proceed to Stage 3.

### **Stage 3-Panel Hearing**

- If the parents/carers wish to move to stage 3 the matter will be referred to a Complaints Panel. The Panel will consist of at least three people who were not directly involved in the matters detailed in the complaint.
- One panel member will be independent of the management and running of the school, but may be an employee of Raise the Youth Foundation CIC.
- The attending parent/carer may be accompanied by one person, a friend, relative or member of the Raise staff at the panel hearing if they wish. Legal representation would not be allowed.
- It is the aim of the Panel to hear complaints within 20 school working days.
- The Panel's decision is final and will be notified to all parties as soon as possible after the meeting. The outcome will be one of the following:
  - Dismiss the complaint in whole or in part;
  - Uphold the complaint in whole or in part;
  - Decide on the appropriate action to be taken to resolve the complaint;
  - Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

Findings and recommendations made by the Panel will be retained within the school and will be available to the Board of Directors, governors and members of the SLT to facilitate any improvements identified.

A written record of all complaints or concerns will be kept with an indication of:

- Whether the complaints are resolved following a formal procedure
- Whether the complaints proceeded to a panel hearing
- The action taken by the school because of the complaints (regardless of whether they are upheld).
- All information relating to correspondence, statements and records relating to individual complaints will be kept confidential except where there is a Statutory duty of disclosure.



## The Raise the Youth Complaint Form



Please complete and return to the Proprietor who will acknowledge receipt and explain what action will be taken:

**Email:** [JasonCEO@raisetheyouth.co.uk](mailto:JasonCEO@raisetheyouth.co.uk)

F.A.O Mr Jason Steele

**Address:** 54-56 Holmeswood Road, Great Lever, Bolton, BL3 3HS

**Tel:** 01204 431946

**Name of Parent or Guardian:**

**Pupil's Name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Daytime telephone number:**

**Evening telephone number:**

**Please give details of your complaint:**

**What action, if any, have you already taken to try and resolve your complaint. (Who 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**

Who has raised the Complaint?

Which Young Person does the complaint refer to:

Nature of complaint:

Which internal or external process has taken place:

What was the outcome of Complaint Process?

Has this complaint been presented at Board level?

Are there any reviews of practice or further training needed in this area?

Are all Minutes / documents collected and stored in the Admin. Filing cabinet?

Give details: -

**\*Staff Note\***

**Please initial and date every stage for auditing purposes.**