

# Compliments and Complaints Policy



Policy Number:	SU08	Originator:	Lukasz Miecznikowski
Issue Number:	3	Authoriser:	Jason Goddard
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This policy should be read in conjunction with the following policies:

- Safeguarding Framework Policy
- Equality Act
- Anti-Bullying

## 1. Aim of the policy

We recognise our duty under the Education Act 2002 to have in place a procedure to deal with complaints relating to the school and to any community facilities or services the school provides; and comply with The Education (Independent School Standards) (England) Regulations 2010, as amended by The Education (Independent School Standards) (England) (Amendments) Regulations 2012. We also follow HM Government advice 'What to do if you're worried a child is being abused' (2006), 'Working Together to Safeguard Children' (2018) and the Local Safeguarding Children Board's policies, procedures, guidance and protocols.

1.2 This policy and all associated procedures apply to all young people, parents, and people with parental responsibility and visitors.

## 2. Policy

Compliments and complaints are encouraged and welcomed as a way of ensuring that any satisfaction or concern with the quality of service provided by the school is brought to the attention of the Head Teacher as quickly as possible.

## 3. Compliments

We ensure that compliments received from young people, staff, parents/carers, local authorities and others are properly recorded, acknowledged (where appropriate) and conveyed to the individuals being thanked and to all other interested parties.

A compliment may refer to young people or staff and may relate to an individual, a group/team or the school as a whole.

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Compliments and expressions of appreciation are valuable in monitoring the effectiveness of our provision and can provide useful learning points and examples of good practice which should be shared throughout the organisation.

An individual wishing to make a compliment can do so either:

- In person
- By telephone 07592504811
- By e-mail to [lukaszm@enhancedchildrensservices.co.uk](mailto:lukaszm@enhancedchildrensservices.co.uk)
- By post: The Greater Horseshoe School, Heathfield, Newton Abbot, Devon, TQ12 6RH
- By contacting: Enhanced Childrens Services, Boreham Mill, Bishopstrow Road, Warminster BA12 9HQ

Children are free to express their compliments and gratitude by drawing pictures, designing or writing cards, poems etc.

All compliments should be brought to the attention of the Head Teacher who will in turn, ensure such feedback is acknowledged (where appropriate) and conveyed to all interested parties.

A record of all compliments should be maintained and where a specific individual is identified, a record will also be entered in their personal file.

## 4. Complaints

Who can complain?

- Any child who is being looked after within the Greater Horseshoe School.
- The student's parent, including natural parents, adoptive parents and guardians
- Any person who is not a parent but has parental responsibility for the child
- A foster carer in their own right and/or on behalf of a child
- Such other person as the Greater Horseshoe School considers has a sufficient interest in the child's welfare to warrant his/her representations being considered.
- Special Guardians

All complaints will be taken seriously, will be fully investigated, handled quickly, sympathetically and confidentially, and, where necessary, improvements made. Our aim is to deal with complaints efficiently and fairly, and, wherever possible, to achieve a resolution which is satisfactory to both the complainant and the school. This Policy document will be provided to any child or student, or their representative, upon request. If the child or student is visually impaired, or has some other disability or impairment, then the School will, so far as it is practicable to do so, supply, in addition to a copy of this document, a copy of the complaints procedure in a form that is suitable to that person.

The School recognises that complaints are often difficult to make, and that "bureaucratic" processes are unlikely to be welcomed by children, however good their purpose. The School therefore encourages suggestions on any matter connected with an individual's education plan, their treatment within the school, the operation of the school, meal arrangements etc. as a means of dealing with any dissatisfactions before they turn, eventually, into complaints.

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Although suggestions can be made verbally, a “Suggestion Form” has been designed for this purpose and its use is encouraged.

## 4.1. Verbal Complaints:

A verbal complaint will be dealt with as quickly and efficiently as possible and sympathetically. All employees of the school are, potentially, recipients of verbal complaints, and upon receipt, an employee will:

- attempt to deal with the matter, informally, (such as negotiation, arbitration or mediation) to the overall satisfaction of the complainant, and subsequently,
- prepare a comprehensive written record of the complaint using the form designed for this purpose, and
- submit the form to the Head Teacher, who will maintain an accurate record of verbal complaints, and, where necessary, will seek assurance from the complainant that the matter has been dealt with satisfactorily. If the complainant is not satisfied at this point then the matter will be dealt with as if it was a written complaint.

However should the employee not be capable of dealing immediately (or within 3 days during term time) with the initial complaint (for whatever reason, but usually because the matter refers to operational policy, which the employee is incapable of changing, or is a matter outside of their normal responsibility, or the matter is clearly serious in its nature), then the employee will inform the complainant that the matter will have to be referred. In such situations the complainant will be advised that their complaint will be acknowledged, formally, in writing, within 3 working days during term time. At this point the matter will be dealt with as if it were a written complaint.

## 4.2. Written Complaints

- All written complaints (together with unresolved verbal complaints) should be addressed (or forwarded) to the Head Teacher.
- Any written complaint addressed to someone else within the school should be referred to the Head Teacher for action and resolution.
- Any complaint about the Head Teacher should be addressed to:  
Jason Goddard - Group Director for Education and Learning

Tel: 07388948831

Email: JasonG@enhancedchildrensservices.co.uk

Enhanced Childrens Services

Boreham Mill, Bishopstrow Road, Warminster, BA129HQ

Students and relevant parties can also elect to telephone or send a letter of complaint directly to:

Office for the Standards in Education

Tel: 0300 123 1231

Children’s Services and Skills (Ofsted)

Piccadilly Gate,

Store Street,

Manchester. M1 2WD;

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- an officer of the referring authority; or
- an independent advocate/visitor of the child.

## 4.3. Governing principles for dealing with complaints:

- All written complaints will be recorded in the Complaints Log Book maintained for this purpose;
- All written complaints will be acknowledged within 3 working days of receipt during term time;
- All written complaints will be investigated, and a written response given within 14 working days during term time.
- The written response will address the issues raised in the complaint, and provide information about what action (if any) has been taken, or is to be taken, by way of resolution;
- Where it is considered, at the outset, that the “14 day response” target is unlikely to be met, then a more realistic assessment will be made, and the complainant informed. If a target date is missed, then the complainant will be informed of the reason(s) why, given a new target date, and kept regularly informed at all times of progress.
- All records relating to the complaint, including copies of all correspondence etc. will be filed in the complaints file maintained by the Head Teacher;
- No person will suffer any form of harassment or reprisal for making a complaint;
- No person who is the subject of a formal complaint may take any responsibility for consideration of a response to that complaint;
- Any complaint which concerns child protection issues will be referred immediately to the Head Teacher who is responsible for entering into the local child safeguarding board procedures.
- The referring authority will always be informed of any complaint that is reported to an external agency, parents or carers; and a specific named person will be consulted immediately and invited to take part in any discussions that ensue.

The bound and numbered ‘Complaints Log Book’ and a copy of this policy document are kept in the school office and both are open to inspection by officers from placing local authorities, DfE and Ofsted Inspectors.

Any records relating to a complaint will be kept confidential except from:

- Inspectors conducting inspections under the Education Act 2002 or the Education and Inspections Act 2006.
- Local authority safeguarding teams investigating concerns raised

## 4.4. Complaints procedure for children

### a) Stage One: Informal Resolution

Children and young people are encouraged to resolve problems immediately and directly with the person concerned, but any student may have the matter pursued further if not satisfied with the proposed informal resolution.

### b) Stage Two: Formal Complaint

If a child is not satisfied with the proposed informal resolution, or the matter is considered to be more serious, they may make a formal complaint.

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Any formal complaint should be recorded in writing (children may ask for help with the writing of their complaint) and forwarded to the Head Teacher. All formal complaints must be recorded in the bound and numbered 'Complaints Log Book' and acknowledged in term time within three days of receipt.

Any child can ask at any time to see any member of the Senior Management Team, or can ask for a sealed letter to be given to them, which will only be opened by them. During this phase, if the student wishes, an independent advocate will be informed and invited to support the child.

A written response will be provided within 14 working days during term time in line with the governing principles listed above.

## **c) Stage Three: Complaints Panel**

Where the child wishes to take their complaint further, it will be considered by a panel consisting of at least three people, who were not directly involved in the earlier stages of the complaint process, including:

- A member of the Greater Horseshoe School's Senior Management Team
- A representative of Enhanced Learning Services:  
JasonG@enhancedchildrensservices.co.uk
- A person independent of the Greater Horseshoe School, e.g. independent advocate, social worker etc.

Members of the panel must not have been directly involved in the matters detailed in the complaint.

The findings and recommendations of the panel will be given to the complainant, the Head Teacher, Group Director of Education and Learning, C.E.O. of Enhanced Childrens Services and where relevant the person complained against.

When necessary, relevant issues will always be brought to the notice of:

- The referring/placing authority
- Parents/carers
- Office for Standards in Education, Children's Services and Skills (Ofsted)

Complaints concerning allegations of child abuse or safeguarding must be referred to Children's Social Care and the referring authority in accordance with our 'Safeguarding Policy'.

In addition to the other methods for making complaints, as described above children and young people have been informed about Childline and telephone numbers for the following organisations are displayed in a prominent position:

- Childline;
- the NSPCC;
- the Office for Standards in Education, Children's Services and Skills (Ofsted); and
- Children's Social Care (Office Hours and Out of Hours)

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## 4.5. Complaints procedure for parents, carers, significant others, independent visitors, officers from referring authorities and external people/bodies (e.g. those from neighbours, police etc.)

### a) **Stage One: Informal Resolution**

Where an individual wishes to make a complaint in person or by telephone, a senior member of staff will take reasonable steps to resolve the complaint directly, but any complainant may have the matter pursued further if not satisfied with the proposed informal resolution. If the complaint is resolved at this stage it should still be recorded in the bound and numbered 'Complaints Log Book'.

### b) **Stage Two: Formal Complaint**

In the event that the complainant is not satisfied with the proposed informal resolution, the complaint should be written out and given to the Head Teacher. In the event that a complaint is received in writing (by email or post) the complaint will be addressed in accordance with the governing principle outlined previously. The Head Teacher will take all reasonable steps to resolve the complaint to the satisfaction of the complainant. Should this not happen, the complainant is entitled to take the matter forward to Stage 3.

### c) **Stage Three: Complaints Panel**

A complaint will then be considered by a panel of at least three people who were not directly involved in earlier consideration of the complaint including:

- A member of the Greater Horseshoe School's Senior Management Team
- A representative of Enhanced Learning Services Team- JasonG@ enhancedchildrensservices.co.uk
- A person independent of the Greater Horseshoe School e.g. independent visitor/advocate, an officer of the local authority etc.

The complainant may attend and could be accompanied at a panel, if they wish. Members of the panel must not have been directly involved in the matters detailed in the complaint.

The findings and recommendations of the panel will be given to the complainant, the Head Teacher, Group Director for Education and Learning, the C.E.O of Enhanced Childrens Services and where relevant the person complained against.

When necessary, relevant issues will always be brought to the notice of:

- The referring/placing authority
- Parents/carers
- Office for Standards in Education, Children's Services and Skills (Ofsted)

Complaints concerning allegations of child abuse or safeguarding must be referred to Children's Social Care and the referring authority in accordance with our 'Safeguarding Policy'.



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The written record will state whether the complaint was resolved at a preliminary stage or progressed to a panel hearing.

## 4.6. Procedure for unresolved complaints

It is hoped that all complaints will be dealt with satisfactorily within the governing principles described above. However, if the complainant or her /his representative is not satisfied then they should be advised to refer the complaint, together with an explanation of why dissatisfaction remains, in writing, to:

Jo Sams  
Chief Executive Officer,  
Enhanced Childrens Services,  
Boreham Mill,  
Bishopstrow Road,  
Warminster  
BA12 9HQ

## 4.7. The timescales for response are as before:

- A further letter of acknowledgement will be sent within 3 days during term time, and
- A further written response will be provided within 14 days during term time.

All complaints made to the C.E.O of Enhanced Childrens Services will be logged and reported to the Management Board for Quality review.

If the “14 day target” is likely to be missed, then the complainant will be kept informed as at the initial stage of review and investigation. It is hoped that following further review and response that the complainant is satisfied with the way the matter has been handled, and the response which has been given.

If the complaint is not resolved, then the complainant may wish to contact the Department for Education.

DEPARTMENT FOR EDUCATION  
Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone 0370 000 2288

Contact form <https://www.education.gov.uk/help/contactus>

## 5. Implementation, monitoring, evaluation and review

The designated senior member of staff with overall responsibility for the implementation, monitoring and evaluation of the ‘Compliments and Complaints Policy’ is the Head Teacher. The designated member of staff is also responsible for ensuring that all students, staff, parents/carers and placing local authorities are aware of our policy. Additional support would also be provided to any parent or significant person, wishing to know more about the policy

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and procedures outlined above; and an electronic copy is posted on our website:  
[www.enhancedchildrensservices.co.uk](http://www.enhancedchildrensservices.co.uk)

All complaints will be reviewed within the School on a quarterly basis to establish trends and determine lessons to be learnt.

This policy document will be reviewed at least annually and, if necessary, more frequently in response to any significant new developments in national, local and organisational policy, guidance and practice.

Enhanced Childrens Services will also undertake an annual review of the school's policies and procedures relating to safeguarding, and ensure that all duties have been discharged in accordance with current legislation, regulations and statutory guidance; as well as local authority procedures and practice including the relevant Local Safeguarding Children Board(s).

## 6. Equality Impact Statement

All relevant persons are required to comply with this policy and must demonstrate sensitivity and competence in relation to diversity in race, faith, age, gender, disability and sexual orientation. If you, or any other groups, believe you are disadvantaged by this policy please contact the Group Director for Education and Learning. Enhanced Children's Services will then actively respond to the enquiry.

This policy is written by Lukasz Miecznikowski

Date: 1<sup>st</sup> of May 2020

Signed 

This policy is quality assured by Jason Goddard, Group Director for Education and Learning.

Signed: 

Date: 1<sup>st</sup> of June 2020

The policy is quality assured by Governor: