

MEADOWCROFT SCHOOL POLICY

Compliments & Complaints

MC 063

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Reviewed By	Donna Howard
Next Review	November 2021
Owner Name	Darren Singh
Owner Job Title	Head Teacher

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1. Introduction

Meadowcroft School strives to operate to the highest standards. We welcome feedback from individuals and organisations that we work with, including pupils, parents and carers and from our neighbours in the local community. Such feedback is invaluable in helping us to evaluate and improve our work.

From our experience, the majority of issues raised by parents, the community or students are likely to be concerns rather than complaints. The school is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. Meadowcroft School has a single Compliments and Complaints Policy

The overall objectives of the Compliments and Complaints Policy are to:

- Ensure everyone knows how to provide feedback and specifically how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and within clear time frames
- Ensure that feedback is monitored and used to improve our services and celebrate successes

The School's Compliments and Complaints Policy will:

- Encourage resolution of concerns by informal means where appropriate
- Be easily accessible and publicised
- Be simple to understand and use
- Be impartial
- Allow swift handling with established time-limits for action and keeping people informed of the progress and outcomes
- Respect confidentiality

2. Compliments

It is the responsibility of all Meadowcroft School staff to record verbal or written compliments in the Central Record of Compliments kept by the administrator. The Leadership Team are responsible for ensuring that staff named within a compliment are informed and thanked. Feedback on compliments will be shared with the Acorn Team from time to time and positive comments may be used in marketing and publicity materials.

3. Complaints from Parents/Carers

The procedures below will be followed in the event of a complaint being made by parents or carers against the school.

1. Concerns can be raised with the school at any time by note, telephone or face to face with a member of staff and will often generate an immediate response, which will resolve the concern. All complaints/concerns are to be documented on the

schools complaint form (available from admin office at all sites) (appendix 1) and logged in the concerns area of SLEUTH. On some occasions the concern raised may require investigation, or discussion with others, in which case parents will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way.

2. If parents or carers are not satisfied with the response they should write formally to the Head Teacher, Darren Singh. He will investigate the complaint further and respond in writing within five working days. If the complaint is against the Head Teacher the complaint should be addressed to the Regional Director, Ann Henderson by sending it for their attention to the school address. The Regional Director will investigate and respond within five working days.
3. If the parents or carers are still not satisfied with the response they should inform the Regional Director who will arrange a panel to hear the complaint. The panel will comprise three people not directly involved in the matters detailed in the complaint. One member of the panel will be independent of the running and management of the school. The date of the panel meeting will be arranged to take account of the convenience of the parents or carers as well as the school and will take place within a time limit of fifteen working days.
4. Parents or carers will be invited to bring with them another person or persons to support them at the panel hearing if they wish.
5. The panel will hear the complaint and will hear the outcome of the school's investigations and its response to these. The panel will then make findings and recommendations which will be communicated in writing within five working days to the Regional Director, the Head Teacher, the parent or carer and, where appropriate, the person complained about. The information may also be communicated to OFSTED and the school's proprietors.
6. A written record of all complaints and their resolution will be kept securely by the Head Teacher showing at which stage they were resolved and a comprehensive chronology will also be stored for each complaint. The records will be available for inspection on the school premises by the Head Teacher and Acorn Care and Education. These records and any correspondence and statements relating to a complaint will remain confidential except where the Secretary of State or a body conducting an inspection under section 162a of the Education Act 2002 requests access to the records.
7. Any recommendations arising from the complaints process will be fed back to the school's leadership team and lead to a review and evaluation of current practice and processes.
8. Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

4. Complaints from Pupils

The procedures below will be followed in the event of a pupil making a complaint against a member of staff, a fellow pupil or any other person or situation in school.

Pupils may wish to talk to an adult they trust about a situation relating to school. Pupils are reminded that, although they may speak to any member of staff, there may be occasions where information will have to be referred to other agencies.

Within school pupils may talk to:

- Teachers
- LSAs
- Head Teacher
- Deputy Head
- Any other member of staff

A pupil may merely need a trusted adult to talk a situation through with and may not be making a formal complaint. (Staff must remain alert that this could raise a cause for concern and then CFC actions must be taken) However, any actual complaints made by pupils will be recorded by the member of staff using a complaint form (appendix 1) which is available from the Admin office at all sites. Details will be entered in the concern area of SLEUTH. The school response to the complaint will also be recorded. If the complaint is serious the pupil's parents/carers will be informed of both the complaint and the outcome. Some complaints will be referred to other agencies or to the Local Authority. If necessary a meeting will be called to discuss the issues further. A detailed chronology will be kept of all actions taken and will be available with the complaint which will be stored securely by the Head Teacher.

Appendix 1

Number (e.g. H1/G1/W1)

Date form collected:

Completed form received by:

Collected by:



Complaints Form

Date complaint made:	
Time:	
Location:	
Person Making Complaint:	
Person Dealing with Complaint	

Number of additional sheets added _____

Body map Y/N

COMPLAINT FORM - DSL ACTIONS TAKEN

Actions Taken	By Who	When	Outcome

Number of additional sheets added

