



Complaints Procedure (Reviewed September 2022, Next Review September 2022)

Our school is committed to providing a safe, stimulating, consistent and accessible service to young people and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the school's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Head of Centre will be responsible for managing complaints. If a complaint is made against the Head of Centre, the Trustees will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Stage One

If a parent/carer has a complaint about some aspect of the school's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Head of Centre. Our school is committed to open and regular dialogue with parents/carers and the school welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Head of Centre should be approached and will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Head of Centre. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. For parents who are not comfortable with making written complaints, there is a template form for recording complaints, which may be completed with the person in charge and signed by the parent.

The school will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the school will advise the parent/carers of this and offer an explanation. The Head of Centre will be responsible for sending them a full and formal

response to the complaint.

If the Head of Centre has good reason to believe that the situation has child protection implications, they should inform the Safeguarding Lead and contact Brent Family Front Door if necessary, in accordance with the Safeguarding Policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the school will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the school's policies or procedures emerging from the investigation.

The Head of Centre will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the school's response to it. The Head of Centre will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If, at the conclusion of this process, parents/carers remain dissatisfied with the response they have received, the original complaint along with the school's response will be passed to the Trustees, who will adjudicate the case.

The Trustees will communicate a detailed response, including any actions to be taken, to both the Head of Centre and the parents/carers concerned within 15 working days.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Ofsted
3rd Floor, Royal Exchange Building,
St Ann's Square, Manchester,
M2 7LA
03001231231

Further support and advice is available from:

Brent Citizens Advice Bureau
270-272 High Road
Willesden
London
NW10 2EY