

**Complaints Procedure (Reviewed September 2023, Next Review September 2024)**

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 Teacher will be responsible for managing

complaints. If a complaint is made against the Head Teache, 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 School. 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 School 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 School. 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 School will be responsible for sending them a full and formal response to the complaint.

If the Head of School has good reason to believe that the situation has child protection implications, they should inform the Safeguarding Lead and contact Ealing 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 School 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 School will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

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.

**Stage 3**

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.

At this Stage, a committee (normally comprising two Trustees and an independent

representative) will meet to consider the complaint and make a final decision about it on behalf of the governing body. The meeting will normally take place within 15 School days of the complainant’s request.

The complainant will have the opportunity to submit written evidence on the complaint prior to the meeting of the Committee and to attend part of the meeting, accompanied with a Companion if wished, to put their case. The Headmaster will be given

the same opportunities.

At the end of the meeting the chair of the Committee shall either orally inform the complainant of the conclusions of the Committee as to the formal complaint and its decision as to the action or remedy if any which the Committee may have concluded is required in order to properly and fairly deal with the formal complaint, or inform the complainant that such conclusions and decisions will be communicated to the complainant in writing within five School days of the meeting.

**Making a Complaint to Ofsted**

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of

The school 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