



## **Complaints Policy and Guidance**

**DAME HANNAH ROGERS SCHOOL**  
**EDUCATION**

<b>Title:</b>	Complaints Policy and Guidance
<b>Policy Category:</b>	Education
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<b>Consultation process:</b>	Stakeholders as required.
<b>Ratification date and group:</b>	09/07/2019
<b>Publication date:</b>	10/07/2019
<b>Review date:</b>	31/08/2020
<b>Committee, group or individual monitoring the document:</b>	Head Teacher Human Resources Governors
<b>Resources and regulatory base:</b>	School Regulations 2012 onwards
<b>Links to additional policies:</b>	<a href="#">Complaints Policy Education</a> <a href="#">Compliments, Complaints and Concerns Leaflet</a> <a href="#">Grumps and Grumbles Book for Learners</a>

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### INTRODUCTION

As a Trust Dame Hannah Rogers encourages staff at all times to be receptive and sensitive to any issue raised in relation to the provision of services. The Trust recognises that no individual or organisation is perfect and that we can always learn from what others say. To this end the Trust will engage with all stakeholders and users of services on a regular basis both formally and informally. This will include the use of the following opportunities:

- Surveys
- Questionnaires
- Open forum sessions
- User forums
- “Open door” policy
- Student Council meetings
- Annual reviews
- Child in Care meetings
- Multi disciplinary team meetings.
- Open communication via letter, e-mail and face to face with parents, families, young people and stakeholders.

Overarching the processes is a culture in which young people’s voices are heard and supported in the expression of their views and choices. This requires an open and transparent approach with issues often dealt with at the “grumbles” stage.

The Trust recognises that a clear structure must include the relevant appeals process and that all complaints will be recorded in writing and if appropriate the outcome shared with the requisite authorities eg Ofsted.

### WHO MAY MAKE A COMPLAINT?

The Trust (as any health, social care or education based organisation) recognises that complaints can come from any source - internal and external to the organisation. This could include (though not exclusively):

- The child or young person
- The parent or carer
- An advocate or third party
- A stakeholder
- A neighbour
- Member of the public

The Trust recognises that often it is possible to deal with an issue at a local level and informally to the satisfaction of the person concerned. The complainant must be furnished with the policy and it must be made clear to them that they have the right to further formal complaint processes and subsequent appeal if required. It must be made clear to the complainant that the complaint may be:

1. Found
2. Not found
3. Part found

but that the Trust will ALWAYS seek to find a remedy which the complainant understands and accepts.

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The Trust seeks to ensure that the complaint procedures meet the needs of the wide range of stakeholders using the services in respect of:

- Age appropriacy
- Development
- Language
- Any other issue

To this end the Trust ensures that the process is available in a variety of formats and that they are readily available and distributed. They include:

- An appropriately “signed” complaints book titled “[Grumps and Grumbles Book for Learners](#)” - can be used with SLT, key worker or advocacy support
- DVD
- Via key worker and Speech and language support
- Advocacy
- Paper version
- Website version

Parent governors devised a “Compliments, Complaints and Concerns” leaflet suitable for all to access and this is supported by a clear flow chart of key events and processes.

Any complaint or concern should be resolved as soon as possible and within the designated timescale. It should be dealt with in a manner and by staff which recognises its potential seriousness. This may include referral to MASH, LADO, relevant local authority, the police and / or regulatory body.

The Trust recognises that many issues which may arise can be dealt with by staff during their daily duties and that this is often the remedy which the person is seeking. Staff are also aware of whom to refer the complaint if such resolution is not achieved.

### KEY POINTS

1. The Trust will enable children, staff, family members and others involved with children and young people to make complaints.
2. No person who is the subject of a formal complaint will take ANY responsibility for the consideration or response to that complaint
3. The Trust will work within informal and formal structures in order to secure a resolution of any complaint. This will include:
  - negotiation
  - mediation
  - internal investigation processes
  - appeal processes
4. If a complaint is made against a manager of a service then the Trust will ensure that all appropriate processes are followed and investigations and referrals carried out as required by the nature of the complaint. This may include a referral via local safeguarding processes or an investigation secured as at 2 above.
5. The Trust will maintain a written record of the person making the complaint, the date, the nature of the complaint, action taken and outcome
6. There are NO restrictions on any issues about which a complaint may be made
7. Appropriate referrals will be made as required by law / regulation
8. The Trust will ensure accessibility in a suitable format as page 2 of this document

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9. Complaints made on behalf of children or young people by others will be duly investigated. Where possible advocacy, third party, speech and language support will be utilised to ensure that the young person's voice is heard.
10. The Trust will keep complainants informed of the progress of their complaint.
11. The Trust will ensure that any complainant has access to contact details for other bodies such as Ofsted
12. Staff training is in place.
13. The policies will be reviewed as a part of the Trust processes every year or sooner if required. The policy in relation to review is in place.

### AMENDMENT RECORD AND REVISION HISTORY

Procedures are reviewed annually to ensure relevance to the system and processes.

A record of contextual additions or omissions is given below.

Date	Page	Addition or Omission	Context	Initial	Version

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In Confidence					
Subject:	Complaints Policy and Guidance		Author:	Jason Ryder	
Document Type:	Policy		Authorised By:	Jason Ryder	
Effective Date:	01/09/2015		Next Review:	31/08/2020	
Page Number:	7 of 7		Version:	1.1	
Printed:	26/09/19	Time:	11:44 AM	Academic Year:	2019-2020