

COMPLAINTS AGAINST THE PROVISION POLICY

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Policy Document SP-04

RISE LEARNING ZONE

COMPLAINTS AGAINST THE PROVISION POLICY

Introduction

We believe that we provide a good education for all our children, and that the staff work very hard to build positive relationships with all learners, and their parents. However, we are obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

Aims and objectives

We aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the learner above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

How to share a concern

If a parent is concerned about anything to do with the education that we are providing at our provision, they should, in the first instance, discuss the matter with the learner welfare worker, or the provision leader on **0115 952 5040**. Most matters of concern can be dealt with in this way through an informal discussion. All staff work very hard to ensure that each learner is happy at school, and is making good

progress, they always want to know if there is a problem, so that they can take action before the problem seriously affects the learner's progress.

How to make a formal complaint

Where a parent feels that a situation has not been resolved through contact with the learner welfare worker, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the manager. The manager considers any such formal complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

How to take the matter further

If all procedures to manage a complaint fails to resolve the matter should a formal written complaint be made to the organisation. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to Martin Sumner as chair of Board of Directors, RISE Learning Zone Ltd, 29-31 Castle Gate, Nottingham NG1 7AR. If the complaint is resolved at the preliminary stage it should also be recorded as such. Otherwise a panel will be formed to adjudicate.

The directors must consider all written complaints within three weeks of receipt. It arranges a panel meeting to discuss the complaint, with three or more people who are not directly involved in the complaint and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The complainant will be allowed to bring along someone to support him or her. The provision gives the complainant at least three days' notice of the meeting. One of the panel members will be someone independent of the management and running of the school.

After hearing all the evidence, the panel will decide on their recommendations and findings, and report to the wider board of directors, who will consider their decision and inform the parent about it in writing. The decision and recommendations will also be made available for inspection, and a copy sent to the headteacher and the person complained about. The directors do all they can at this stage to resolve the complaint to the parent's satisfaction.

Who to appeal to next

If the complaint is not resolved, a parent may make representation to the Local Authority. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgment in an attempt to resolve the complaint.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

Monitoring and review

The directors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The manager logs all complaints received by the provision and records how they were resolved. Directors examine this log on an annual basis. A record of all correspondence including actions taken is kept by the school and will be made available on request to inspecting bodies and the Secretary of State.

Directors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy

is made available to all parents, so that they can be properly informed about the complaints process.

Confidentiality

All written complaints, correspondence and recommendations will be kept confidentially by the board of directors. Provision must be made for the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act to access all these records on request.