

CACFO UK EDUCATION CENTRE



COMPLAINTS POLICY

Approved by: Governing Body **Date:** 15 November 2018

Signature:

Last reviewed on: 1/10/18

Next review due by: October 2019

CACFO UK Education Centre

Complaints Policy

Rationale

This complaints procedure aims to provide a structured opportunity to express and resolve concerns and to improve the service provided by the CACFO UK Education Centre.

CACFO UK Education Centre enjoys good relationships with parents, students and the community based on mutual respect and a willingness to listen to the views of others and to respond constructively.

At the Centre parents and students are encouraged to express their views on what goes on within the school in the spirit of true partnership between home, school and the community.

Definition of complaint

What Is A Complaint?

A complaint is an expression of dissatisfaction from parents, students or neighbours. It may be about an event that has happened, failed to happen, or the way in which something was handled.

In most cases concerns or issues raised can be resolved through discussion and good communication. Inevitably, however, some people may not be satisfied with the outcome and under such circumstances a formal procedure needs to be followed to ensure all involved are treated fairly and that the situation may be resolved.

Complaint Procedure

Stage1. Informal

A parent or student may make an expression of concern to the school regarding any aspect of the service the centre delivers. At this stage the complainant is not seeking to make a formal complaint and is hoping that the matter can be resolved through an informal discussion. It is expected that all facts to do with the case are clarified by staff and any problems resolved through discussion. If this fails to resolve the matter, the complainant should go to stage 2 of the procedure. There is also a concern and suggestions box that students, staff, parents and visitors are encouraged to use at this stage.

Stage2. Complaint

Concerns are raised with the Teacher-in-Charge. Parents may at this stage wish to have the Teacher-in-Charge to intervene to resolve the matter without a formal written complaint. The Teacher-in-Charge should conduct an investigation and the outcome should be communicated to complainant within 15 school days (if longer time is required this must be explained).

If the matter is unresolved the complainant may be asked to put their concern/issue in writing to the Teacher-in-Charge who should acknowledge within 2 days. Referral to the Teacher-in-Charge can occur if the subject is urgent or serious. The Teacher-in-Charge, if appropriate, can refer the matter immediately to the CACFO UK School's Governing Body. Once a decision has been reached, the Teacher-in-Charge should ensure that the complainant is clear about the action taken and what to do if they remain unhappy.

Stage 3. Formal Complaint to the Teacher-in-Charge

Proceed to Stage 4 if the Teacher-in-Charge is the subject of the complaint. Complainant makes formal written complaint to the Head Teacher within 10 school days of the decision letter. The Teacher-in-charge must acknowledge receipt of the complaint within 2 working days. The Teacher-in-Charge conducts a formal investigation and outcome communicated in writing to complainant within 15 school days (explain if longer time is required).

Placing authorities are entitled to see all correspondence regarding complaints if the matter gets to this stage.

The written response should include a full explanation of the decision and the reasons for it. Where appropriate this includes what action the school will take to resolve it.

Complainants must be provided with an explanation about the next stage of the procedure in case they remain unhappy.

Stage 4. The School's Governing Body

Complainant makes formal complaint to the CACFO UK School's Governing Body within 10 school days of the decision from the school. The Teacher-in-Charge should provide correspondence and background papers to Chair within 5 days of receipt.

The CACFO UK School's Governing Body should then consider the complaint within 15 working days. The Chair of the CACFO UK School's Governing Body should communicate the outcome within 7 working days from the meeting. Placing authorities are entitled to see all correspondence regarding complaints if the matter gets to this stage.

The written response should include a full explanation of the decision and the reasons for it. Where appropriate this includes what action the CACFO UK School's Governing Body will take to resolve it.

Complainants must be provided with an explanation about the next stage of the procedure in case they remain unhappy. A provision should be made for a hearing before a panel appointed by or on behalf of the proprietor and

consisting of at least three people who were not directly involved in the matters detailed in the complaint.

Where there is a panel hearing of a complaint, one panel member should be independent of the management and running of the school. The parent should be allowed to attend and be accompanied at the panel hearing if they wish. The panel should be able to make findings and recommendations and these should be provided to the complainant and, where relevant, the person complained about and available for inspection by the proprietor and head teacher.

There should be a written record kept of all complaints that are made whether they are resolved following a formal procedure, or proceed to a panel hearing and action taken by the school as a result of those complaints (regardless of whether they are upheld).

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State of a body conducting an inspection under section 109 of the 2008 Act requests access to them.