

# Wathen Grange School

## Complaints Policy and Procedures

All complaints can be summarised as being dealt with at three defined levels:

Stage One	-	Informal
Stage Two	-	Formal complaint to the Manager
Stage Three	-	Formal complaint to External Agencies

Wathen Grange School promotes independence and self-help skills in all our pupils. Young people at Wathen Grange School and their parents/carers and associated agencies are encouraged to discuss problems in an open way, knowing that staff are employed to help them through difficulties, be they academic or social. Issues and/or complaints can be raised with any member of staff.

It is important that young people, parents, interested parties understand the decision-making processes and are made an active part of these decisions.

The need for a policy in relation to complaints and representation is to accomplish a number of objectives

- To give young people access to a complaints and representation procedure
- To acknowledge that young people, their parents and other interested parties have a right to complain if they have concerns
- To monitor areas within the organisation which require improvement
- To develop a procedure which can be easily understood and used by individuals and to develop this procedure along with young people, their families and significant others
- Parents/Carers may be accompanied to meetings that take place regarding any complaint that has been made or is being investigated unless to do so is not in the best interest of the child
- Wathen Grange School will respect the rights and dignity of the young person and ensure that confidentiality is a key aspect of any complaints procedure. Only staff who 'need to know' in order to protect the rights of the young person will be informed of the complaint
- If a complaint is a Child Protection Issue then the Child Protection Procedures will supercede the Complaints Procedures
- To ensure that the complainant is able to attend the panel hearing and to be accompanied if they wish.
- To ensure that all correspondence in relation to the complaint is kept confidential
- This stage must be complete within ten working days of the incident

### Stage One

Reminding the complainant of the complaints procedure  
Complainant listened to by a member (or members) of staff

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A verbal or written complaint, with help if requested  
Complainant involved in suggesting a solution to the problem  
Other staff/ parents/carers/ necessary agencies informed  
Complaint recorded and passed to Director of Education  
Complainant satisfied following agreed action

**Any individual who has had a complaint made against them must not be involved in the investigation of a complaint**

## **Stage Two**

If there is not an appropriate level of satisfaction after this informal process or the complainant does not agree and is dissatisfied with the result at Stage One, they will be encouraged to use an independent person to investigate their complaint.

This could be:

- Parent/Carer
- Children's Rights Officer
- Social worker
- An advocate of their choice

All staff within Wathen Grange School and Complete Care will give the independent person every assistance to ensure the complaint is dealt with quickly and effectively

- The complaint will be recorded in writing (with help if necessary)
- The person investigating the complaint will discuss the complaint with the Director of Education (unless the Director is the subject of the complaint in which case the complaint will be passed to one of the other Directors of Complete Care)
- She/He will ensure that everyone (e.g. family, social worker etc.) is informed and will explain the procedure to the complainant
- The Director of Education and investigating person will determine the facts
- A written report will then be completed and the suggested outcomes and solution presented to the complainant
- If the complainant is still not satisfied within 15 working days then the outcome proceedings will move on to the next stage.

## **Stage Three**

If the complainant is not satisfied with the outcome, a Review Panel may be arranged

- The Review Panel must meet within 28 days
- The complainant will be informed of the date of this meeting
- The Review Panel will make a decision within 24 hours of hearing the evidence
- All those involved will be informed of the decision within 28 days

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The Review Panel will consist of two staff from within Complete Care who are independent of the incident and one person who is entirely independent of Wathen Grange School and Complete Care.

The independent person for Complete Care Schools is: Will be notified

If after Stage Three the complainant is still not satisfied with the result, then they have the right to raise the entire matter with the **Ombudsman**, as follows:

Local Government Ombudsman  
21 Queen Ann's Gate  
London  
SW1H 9BU

Tel: 02079153210

Complaints will be addressed without delay and the complainant involved will be kept informed of progress. Their complaints will be listened to and recorded.

They have the right to engage an **Advocate** to assist with their complaint.

Where relevant the complainant, proprietor, Director of Education and where relevant the person complained about will be given a copy of the findings and recommendations.

### **Monitoring and Preventing Complaints**

The most important issue for anyone making a complaint within an independent school is that the complaint is taken seriously and they will not suffer any chastisement through making a complaint.

By having a positive outlook on complaints we can

- Help people make complaints or criticisms in a positive manner
- Challenge decisions
- Raise issues about the standards of care or education
- Ensure action is taken over alleged infringement of rights, abuse or ill treatment, including bullying
- Make it possible for the majority of complaints to be dealt with on a day to day basis
- Make young people aware that they have rights
- Reduce the number of complaints that need to be dealt with formally
- Provide a framework to improve and develop practices and policies

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**A complaints proforma for students is at the end of this policy. All other complaints can be recorded in the Complaints log book in the main office.**

**All findings and recommendations from any stage of the complaints procedure will be made available for inspection on the school premises by the proprietor and the Head teacher.**

**Reviewed: 31<sup>st</sup> January 2018**

**Next Review: January 2019**

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# WATHEN GRANGE SCHOOL

# COMPLAINTS POLICY

## COMPLAINTS

We all have problems, at one time or another, which we need to talk about. If you feel that you cannot talk to your Teacher, any other member of staff, your Social Worker or a family member, then there are other ways to make your feelings heard. Please see the pamphlets in the school room or ask a member of staff. They will explain the complaints procedure to you.

If you have a complaint, please talk to your teacher, or any member of staff. They will do their best to resolve it for you. If you are still not happy with the outcome, then you can make a formal complaint, by filling in the form below which will be given to the Director of Education . All these letters will be answered by the Director of Education .

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# COMPLAINTS FORM

You may ask a member of staff, or a relative, or friend to help you complete this form. Please give as much detail as possible on the bottom of this form. If you need more space to write, please use the back of this page. Please hand your completed form to the member of staff with whom you have been dealing, who will ensure the Director of Education receives it alternatively you can hand it in at reception or take it to the Director of Education yourself.

Your name: \_\_\_\_\_ Date :

Group:

Nature of complaint:

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Signed .....

Wathen Grange School

