

Mark College



Complaints Procedure

September 2018

Complaints Local Procedure

Mark College aims to provide a high standard of education and care in a safe environment.

In order to provide a high standard of education and care for the students/young people, Mark College is happy to receive and discuss with you any comments, suggestions or complaints you may have.

This policy and procedure applies equally to parents, staff working at Mark College and visitors, including placing authorities and those involved indirectly in the education and care of students/young people.

Staff are encouraged to resolve any issues or problems through their line manager, or can approach any other senior member of staff if they prefer. Staff may request a supervision session for this purpose at any time. This policy should be read in conjunction with Mark College's procedure and Priory policy on:

- Anti-Bullying
- Safeguarding

Mark College believes that it is in the best interest of the school, students/young people and staff to implement a procedure that will respond promptly and fairly to any worries or concerns.

Comments or complaints will be treated confidentially and will be taken seriously. Anonymous comments and complaints will be treated in the same way.

The Priory Group process for resolution of all complaints consists of 3 stages:

- Stage 1 - Local resolution at service/site level
- Stage 2 - Internal Review by the Group Complaints Co-ordinator
- Stage 3 – External Review by the Independent Complaint Panel consisting of at least one person on the panel who is independent of the management and the running of the school.

At all stages of the procedure if the complainant wishes the matter to be considered further (and in an alternative way to that outlined in stages 1 – 3) then they can request that there is a hearing before a panel of three people who are not directly involved in any previous consideration of the complaint (one person on the panel will be independent of the management and the running of the school).

A record is kept at the school of all complaints. These records are kept in a confidential file. The records are indexed in the School's Complaints Book, which is kept at the school site, also in a confidential file. The information kept in the Complaints Book and the confidential file is only made available to the inspectors of regulatory bodies, or to the Secretary of State, on request.

The Priory policy for complaints OP03 contains details of timescales within which responses should be made following a complaint. This policy will always be issued and shared alongside this procedure.

Evaluation of the policy will be based upon monitoring of

- Pupil views where appropriate;
- Family views;
- Professional judgements;
- Staff views – daily practitioners and seniors;
- Numbers of comments and complaints

The effectiveness of the policy and procedures will be reviewed annually, and the outcomes of monitoring will be used to make recommendation for improvement if necessary.
All findings are made available in writing to all relevant parties.

COMPLAINTS PROCEDURE FOR PUPILS/STUDENTS

Priory Education Services, the Principal and staff of Mark College recognise that, despite the happy and positive environment that everyone strives to create, students/young people will at times feel that there is something they need to complain about.

It is essential that students/young people are made fully aware of the complaints procedure and that they know that their concerns will be listened to and taken seriously. We acknowledge that this is particularly important in a residential setting, when what may appear to be a trivial matter can cause the student/young person great distress. The initial concern or complaint may also be an indication of a more serious problem that needs to be addressed.

As part of the staff induction programme all staff will be made aware of the importance of listening to students'/young people's complaints and the school's procedures for dealing with complaints.
Each student/young person at Mark College has access to personal contacts, along with name of DSL, Childline number and Ofsted contact details. Childline and Ofsted contact details are also displayed around the school. During the students'/young people's induction period their keyworker/tutor will explain the complaints procedure.

If a student/young person expresses to any member of staff that he/she has a complaint he/she will be given the opportunity, with help from whomever he/she chooses, to fill in a complaints form. These forms will be forwarded to the pupil's/student's keyworker, class teacher, or Designated Safeguarding Lead (DSL). Keyworkers, class teachers, or the DSL may be able to take the action necessary or may need to pass it on to a senior member of staff. Students/young people will be kept informed and a senior member of staff will discuss the outcome with them within seven days. There is also a form used to address issues or suggestions which may not reach a complaint stage; issues not as serious as an official complaint.

Copies of all complaints are logged on the computer and kept in the student's/young person's case file.

Procedure for staff

1. If a student/young person requires it, or asks for it, staff should offer help to a young person who wishes to make a formal or informal complaint. This form is to be passed to a member of staff and any appropriate action taken.
2. If you are able to deal with the complaint yourself, write down what action you have taken, sign the form and pass on to senior management.
3. If you are unable to deal with the complaint yourself and need to refer it on, under 'Action Taken' detail to whom you pass the form and when. Make a note of the complaint so that in 48 hours, you are able to go back to the person to whom you referred it and ask what has been done about it.
4. The senior manager - On receiving a completed Complaints Form, check what action has been taken. If the complaint has been dealt with please conduct the follow up with the pupil/student who made the complaint. If further action has to be taken please note what action you take, and conduct a follow-up. If you are unable to take the appropriate action please refer the complaint to the senior management team meeting.

NB: Student/young person follow-up should take place within seven days of the student/young person raising the complaint. All completed complaint forms should be passed to the Principal for reading, before they are logged on the computer and placed in the student's/young person's file.

If you need further clarification on the procedure for handling students'/young people's complaints/ concerns, please see your line manager.

Written by Jo Houston

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Next review due 1-9-20