

Procedure	Complaints Procedure		
Associated Policies	OP03	Procedure Number	OPC01
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		Next review	June 2019

THIS PROCEDURE WILL OUTLINE THE PROCEDURE AND PRACTICE FOR RAISING A COMPLAINT, COMMENTING ON OR COMPLIMENTING THE SCHOOL AND ITS ASSOCIATED RESIDENCIES.

1.0 Introduction

The School is committed to a partnership approach and as a result if any young person, parent, placing authority or member of the wider community has a concern about any aspect of our school, everything will be done to resolve these concerns as soon as possible through informal discussion and consultation. In the unlikely event that the matter cannot be resolved, our Complaints procedure will be used.

This procedure should be read in conjunction with Progress School procedures on:

- Counter Bullying
- Safeguarding Procedures

2.0 Philosophy & Principles

The ethos of Progress School is to provide a high standard of education and care in a safe environment. In order to provide this, the school is happy to receive and discuss any comments, suggestions, complaints and compliments.

It is in the best interest of the school to provide a procedure that will respond promptly and fairly to any worries or concerns that are raised.

Comments and complaints will be treated confidentially and taken seriously.

Anonymous comments and complaints will be treated in the same way.

3.0 Responsibilities

The body with responsibility for regulation and inspection is OFSTED. Therefore, they will be copied in to any serious complaints or may be contacted direct as follows:

OFSTED

Address: Freshford House, Redcliffe Way, Bristol BS1 6NL

Phone: 0300 013 0127

Web: www.ofsted.gov.uk

4.0 Procedures and Practice for Staff

All staff are encouraged to resolve any issues or problems through their line manager or any other senior member of staff if preferred. A supervision meeting may be requested for this purpose at any time. See HR04.3 Grievance Policy and OP21 Confidential Reporting (Whistleblowing).

Minor issues should be raised at a team meeting or end of day handover meetings. Registered Managers and/or Principal will address all issues weekly.

The Priory website provides an online link for registering comments, compliments and complaints regarding services provided – complaints@priorygroup.com (Op03 4.1.2).

A local resolution is actively encouraged (OP03 1.4).

5.0 Procedures and Practice for Parents

There are 4 stages of the complaints procedure and where possible we attempt to resolve minor concerns by the next working day.

In the first instance, the child's teaching assistant or class teacher should be contacted. At this point the teaching assistant/class teacher will discuss formally any problems or concerns and attempt to resolve any differences.

If they are unable to resolve it then the Principal or one of the Registered Managers will take responsibility to resolve the complaint by the next working day in an informal and conciliatory manner. (OP03 5.4).

If at this stage the complainant is still dissatisfied they are advised to contact the Principal. If the Principal is unable to resolve the matter within the required timeframe and satisfactorily; they must advise the complainant that they can request the matter be investigated in a more formal way. (OP03 5.5)

This is Stage 1 and in this case the complaint should be submitted in writing to the Regional Manager for more detailed investigation.

A letter of acknowledgement will be sent within 2 working days of receipt and the Regional Manager will aim to respond fully within 20 working days. (OP03 7.6.1) A meeting will be held with the parties concerned if this is required and the complainant is invited to attend the meeting and may be accompanied by a person of their choice. An independent care/education person may be present at this if requested.

The complainant, proprietor, Principal and where relevant, the person complained about will receive a copy of any findings or recommendations made.

Complaints that are unable to be resolved locally can be referred to the Group Risk and Complaints Co-ordinator, this is Stage 2. (OP03 8.1) At this stage the Group Risk and Complaints Co-ordinator will advise of the process.

Complaints that are not resolved satisfactorily at Stage 1 or Stage 2 can be referred to the Local Government Ombudsman, Stage 3. (OP03 9.1)

6.0 Recording

A record is kept at the school of all complaints. These records are kept securely in a confidential file. The records are indexed in the School's Complaints Book which is kept in a confidential file at the school site. A Complaints File is also kept at each of the Residential sites where pertinent records are also kept. 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.

An electronic record of all complaints is also kept on the Priory Corporate Governance Complaint Reporting System. (OP03 4.3)

7.0 Pupils concerns and complaints

Staff are always alert to observe changes in behaviour or mood and identify patterns that may indicate someone is unhappy or that something is wrong. All pupils will receive information advising them how to raise a concern in a format that they can easily understand. (OP03 14.1)

There is a 'Something is Wrong' sheet that is in symbolic and word format that can be presented to the young person as a communication aid to help identify their concerns or complaints. Key workers are asked to make this available to the young people regularly, or whenever they suspect that something is wrong. There is a School Council that meets every term. Staff work with individuals to help identify issues or concerns to be raised at the meeting.

The young person's feelings are also recorded for Annual Review through a format called "Views of the pupil". The class teacher and key worker facilitate this.

In residence the young people have a "You asked, we did" book that they can raise any concern.

8.0 Compliments

When a compliment is received it is entered in to the Compliments Book either at the school or residence, where it applies. The Principal, line manager and individual concerns are all notified.

A letter is sent to the originator of the compliment thanking them for their comments.

9.0 Evaluation of the procedure

This procedure will be evaluated annually based upon a combination of measures including:

Young person's views where appropriate.

Family views

Professional judgement

Staff views – only practitioners and seniors

Number of comments and complaints