
Priory Hurworth House School

'A unique service for unique young people'

Student Grumbles and Groans Policy

Priory Hurworth House School

Westfield Drive
Hurworth
Darlington
County Durham
DL2 2AD

Tel: 01325 729080

Fax: 01325 729081

Email: hurworthhouse@priorygroup.com

Procedure for	Complaints Procedure		
Associated Priory policy	Policy Title	Number	Policy Number
Associated Regulation/Standards	Regulatory body	Number	Standard/Reg Number
Unit	Hurworth House School	Signature (Author)	C Blackett
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1 INTRODUCTION

1.1 Grumbles and Groans/Complaints

Priory Education Services, the Head teacher and staff of Hurworth House School recognise that, despite the happy and positive environment that everyone strives to create, pupils / students will at times feel that there is something they need to complain about.

It is essential that pupils / students 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 pupil / student 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 important of listening to pupils / students Grumbles and Groans/Complaints and the school's procedures for dealing with Grumbles and Groans/Complaints.

All pupils will be made aware of the following processes and procedures at interview, on admission and during the pupils / students induction period their Keyworker also explains the Grumbles and Groans/Complaints procedure.

If a pupil has any complaint, whether against a member of staff another pupil or about his general well being in school etc, he should register his complaint with any member of staff. The staff member should then inform SLT. If either are unavailable, the most senior member of the education staff should be informed.

During school hours the staff member would normally be the pupil's class teacher or support worker in class.

The complaint will then be recorded and acted upon. The SLT should ensure the complaint is recorded officially in the Grumbles and Groans/Complaints book and that the complaint is acted upon immediately. A written record of action taken and outcomes must also be kept in the Grumbles and Groans/Complaints book. The pupil should be informed of the action taken and outcomes and should sign the

appropriate entry in the Grumbles and Groans/Complaints book to signify he has been so informed.

If the pupil is still dissatisfied with the actions taken or outcomes of the SLT investigation of the complaint, they may then take the matter further by taking their complaint to the Head teacher who will then investigate the matter further.

If a pupil feels unable to speak to any member of staff, due perhaps to the nature of the complaint etc, he should register his complaint to one of Hurworth House Schools' Independent Visitors either by telephone or by requesting a visit, or alternatively he may telephone Parent/Carer, Guardian, Social Worker or any other relevant person and ask them to take up his complaint on his behalf. There is also a form entitled "Grumbles and Groans" which is used to address issues which may not reach a formal complaint stage; issues not as serious as an official complaint.

2 **Grumbles and Groans - Safeguarding – Complaints Staff Guidance / Procedure to follow**

- a) If a complaint of any nature is received from a young person, or staff member concerning a young person, a 'Complaint / Grumbles and Groans' form should be completed and passed to the SLT.
- b) If a young person is at risk at this stage, immediate action to protect should be taken and the SLT–Claire Blackett Headteacher also contacted.
- c) If you are able to deal with the complaint yourself, write down what action you have taken, sign the form and pass on to SLT for action and Response. Full documentation of discussion and decisions should be made contemporaneously.
- d) Each morning a review of any received 'Grumbles and Groans' is made by a senior staff member.
- e) Headteacher on receiving a completed Complaints Form, check that 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.
- f) If the 'Grumble and Groan' is deemed a safeguarding issue then the matter should be passed directly to the designated officer, Claire Blackett Headteacher.
- g) If the 'Grumble and Groan' is deemed to be a **formal** complaint it should be passed on to the Headteacher.
- h) If the 'Grumble and Groan' is deemed to be a 'Grumble and Groan' it should be passed on to the 'Grumble and Groan' Manager with a full recording of any investigation and action taken at the time. This should be passed to a Senior Leadership Team member of the 'Grumble and Groan' Manager is unavailable.
- i) At all times communication with the aggrieved person should be a high priority and they should be clear about their options as they arise. Feedback after 48hrs as to where things have reached should be given.
- j) The 'Grumble and Groans' Manager will discuss the issues with the appropriate person and liaise with the SLT to establish the correct action

to take.

- k) The ability to redirect a 'Grumble and Groan' into another **formal** complaint / Child Protection investigation is always available as information or evidence is established.
- l) All 'Grumble and Groans' should be discussed between school staff at the appropriate level and the Local Authority responsible for the young person. Individual agreements of contact levels are made between school and local authorities.

N.B Pupil / Student follow-up should take place as soon as possible preferable within 48hrs and at least within seven days of the pupil / student raising the complaint. All completed complaint forms should be passed to the I for reading, before they are logged on the computer and placed in the pupil / students green file.

Please refer to the attached flowchart. If you need further clarification on the procedure for handling pupils / students complaints / concerns, please see your line manager.

3

Pupils Complaints Procedures

If I'm unhappy about something at Hurworth House.....

If I've got a Problem...

I might be unhappy or worried when I'm at Hurworth House.

I might be cross with another pupil or member of staff.



What I can do about it....

If I tell someone about my worries they might get sorted out quickly.

What will happen...

Staff will write down my thoughts and feelings to help decide how to make me feel better.

Some concerns will need to be discussed with the senior staff or my local authority, and could take a bit longer to sort out. I'll be told what's happening after two days.

The staff try to sort out my problems in under five days.

Staff don't want me to be upset with things that worry me so take action to protect me.

If I'm not happy with how the staff are dealing with my worry then I can talk to other staff. The Headteacher is always happy to discuss things if its important to me.

Staff always tell me what's happening and if any thing has been done to stop me worrying.

There are people who don't work at Hurworth House who visit to help me if I can't talk to staff. Their phone numbers are on the other side of this note.

If I speak to one of the visitors they will help me decide what is the best way to deal with things. They might talk to people for me.

It's good that things get sorted and I don't get into trouble for grumbling about things that worry me.



Telephone Numbers

Child Line

0800 1111

NSPCC

Helpline

0808 800 5000

OFSTED

0845 6404040

Barnado's

Young Persons Worker

07747793358

National Office 0141 226 4441

4 **Parents / Guardians Complaints**

If a Parent/Guardian has a complaint concerning the welfare of their son in Hurworth House School, they should immediately register their complaint with the Headteachers or Senior member of staff available.

If they are dissatisfied with the response or outcome, they should exercise their right to further progress the matter via the organisation internal procedure and or speak to their Education Authority representative or Social Services representative who will take up the complaint with the school on their behalf (please refer to flow chart attached).

It is regrettable but inevitable that situations will arise from time to time when parents, carers or representatives of a placing authority may wish to express their concern about something they believe to have happened or about an omission on the part of the school. In these circumstances they are advised to contact the Headteacher or in his absence the senior member of staff available, so that the complaint or concern can be addressed as quickly as possible.

The parents / carers or representative of the placing authorities expressing the concern will be telephoned within two working days by a senior member of staff to inform them of the outcome of any investigations into the matter or any action taken.

If the parent / carer or representatives are not satisfied with this action and / or they wish to make a formal complaint they should put the complaint in writing and send it to Mr Claire Blackett, Head Teacher , Hurworth House School. The complaint will be logged and receipt of the complaint will be acknowledged in writing within two working days. The complainant will then be invited to the school to discuss the matter and / or receive a written response to the complaint within seven working days.

If a parent / carer or representative of the placing authority is not satisfied with the way the Head Teacher and senior managers of Hurworth House School have dealt with the complaint, they should then write to Sharon Pearson, Operations

Director, Priory Group, 38 The Green, Hurworth, Darlington, DL2 2AD. The Operations Director will investigate the concerns and formally respond.

There is also a third stage of final appeal. If the matters require further deliberation to bring about resolution the Sharon Pearson , Operations Director for, Priory Group, 38 The Green, Hurworth, Darlington, DL2 2AD. On receiving such a formal written request will acknowledge receipt within 2 days, set a date within seven working days and convene a panel of at least three people none of whom will have been directly involved in the matters detailed in the complaint. One member of the panel will be independent of the management and running of the school – an independent external adjudicator. A hearing will be arranged which parents may attend with a representative should they wish.

The panel will make findings and recommendations. Copies of these will be made available to the complainant, proprietor, Head Teacher and where relevant the person complained about. Written records will be kept of all Grumbles and Groans/Complaints and will indicate at what stage the complaint was resolved. All correspondence and records of Grumbles and Groans/Complaints will be kept confidential.

Parents / carers may also wish to contact their Local Department of Children, Families and Schools or Ofsted, if they do not feel that their complaint has been dealt with satisfactorily.

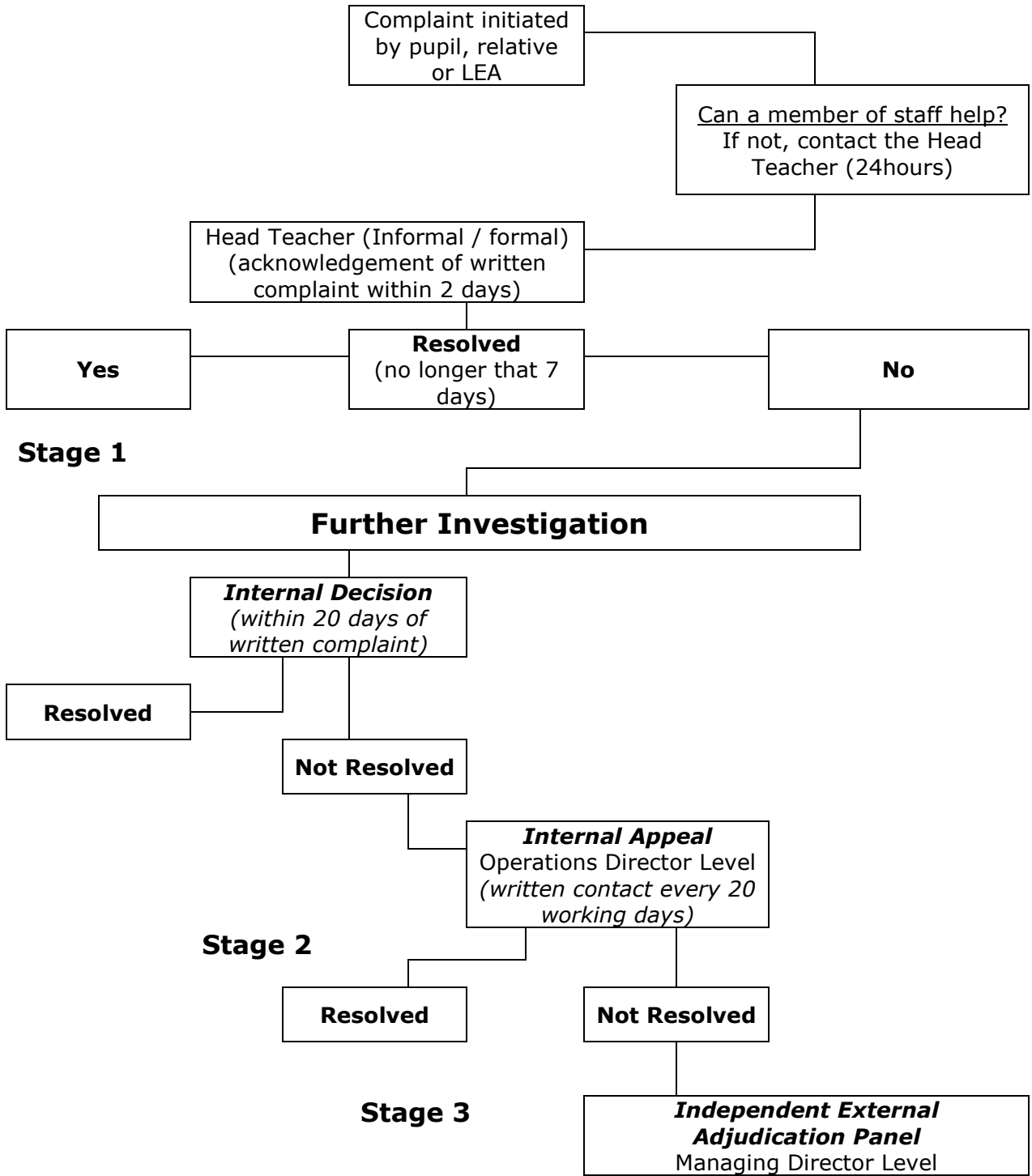
During the last academic year, two formal complaints were received and fully addressed.

5 **Staff Grumbles and Groans / Complaints / Grievances**

For formal complaints staff should follow the Grievance procedure detailed in the Priory Handbook section "Discipline and Grievance". The starting point for any complaint, formal or informal, that a staff member wishes to make, should be their direct Line Manager.

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Formal Complaints Flowchart



Hurworth House School

Complaints Form / 'Grumbles and Groans'

Please circle appropriate form heading required

Reference No

(Office Use)

**Name of Pupil/s
Involved**

Date/s of Birth

**Date of
Occurrence**

**Date
Reported**

Reported by

Reported to

Further Action Taken

**Signature
Completed by** (if
different from witness)

Print Name

**Signature of
SMT / Date**

**Priory Hurworth House School
Grumbles and Groans / Complaints Flowchart**

