

## **PACES HIGH GREEN SCHOOL**

### **COMPLAINTS POLICY & PROCEDURE**

#### **AIMS:**

- To deal with complaints effectively
- To maintain high standards of service

#### **PRINCIPLES:**

- Rights and responsibilities
- Empowerment
- Continuous improvement

### **5.1 POLICY STATEMENT**

Paces High Green School for Conductive Education recognises the importance of mutual trust between professional staff and satisfied clients. We have a staff Performance Management system through which staff training and development needs are identified and built into an annual plan. We believe that by having an on-going system of continuing professional staff development and by delivering professional services and keeping our clients and their families and carers happy we will maintain standards and minimise problems.

However, it is recognised that on occasion, something may go wrong and a client may be less than satisfied. We have therefore developed a complaints procedure which is intended to assure clients that all complaints (whether very small or very significant) will be dealt with promptly and thoroughly.

The Complaints Policy and Procedure will be issued to all staff and will be available for all of our clients explaining the procedure for dealing with complaints. The Policy intends to assure clients that all complaints (whether very small or very significant) will be dealt with promptly and thoroughly.

We also recognise that clients may prefer or require another person to assist or represent them in a complaints procedure

#### **5.1.2 PROCEDURE**

If a client, parent or representative has cause for complaint regarding any service provided by Paces High Green School for Conductive Education, s/he should:

- **for a minor complaint**, voice that complaint to the appropriate conductor-teacher. The conductor-teacher will, either handle the issue on the spot or, investigate the complaint and report back to the client within seven working days.
- **for a major complaint**, or if the complaint may involve the conductor-teacher or if the client wishes to take that complaint to a higher level s/he should make a formal written complaint to the Headteacher using the complaints form available from the school administrator. The Headteacher will immediately acknowledge receipt of the complaint in writing and outline to the complainant how and over what timescale the complaint will be investigated and reported on. If the complaint involves the Headteacher or if the client wishes to take that complaint to a higher level s/he should make a formal written complaint to the Chair of Governors using the complaints form available from the school administrator.

The complainant should normally receive a written reply within seven working days of receipt. If the complaint is complex and requires a more lengthy and detailed investigation the Headteacher /Chair of Governors will write to the complainant stating this and giving a final date for reporting back which will be no longer than fourteen working days from receipt of the written complaint.

**The client, parent or representative making the complaint has the right to involve an advocate or representative if they wish.**

If the complainant is not satisfied with the outcome then the remaining recourse is to write to the Chair of Governors (Governing Body). The Chair will appoint a panel of at least 3 people who were not directly involved in previous consideration of the complaint and are independent from the management of the school. If the complainant wishes s/he can be present at the Panel hearing with any support person s/he wishes to attend with. The panel will investigate the complaint and report back to the complainant within ten working days.

**If the complaint involves the Headteacher:**

If the complainant is not satisfied with the outcome then the remaining recourse is to write to the Board of Trustees. The Board will appoint a panel of at least 3 people who were not directly involved in previous consideration of the complaint. If the complainant wishes s/he can be present at the Panel hearing with any support person s/he wishes to attend with. The panel will investigate the complaint and report back to the complainant within ten working days.

All parties will receive copies of all findings and recommendations.

All correspondence, statements and records of complaints, at whatever stage they were resolved, will be kept in a confidential file.

All complaints will be dealt with fully and properly and with no prejudice to the complainant.

### **5.1.3 KEEPING A RECORD**

A record will be kept on file of all complaints made

## Formal Complaint Form

Name of complainant:	Mr/Mrs/Ms/Other
Address:	
Tel No:	
Fax No:	
e-mail:	
Preferred method of contact:	

Are you: (please tick)

<b>Service-user</b>	<b>Parent/guardian</b>	<b>Carer</b>	<b>Representative</b>

Nature of complaint:

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Please continue overleaf  
Continued:

Continue on separate sheet if necessary

Have you made this complaint to anyone in the organisation before? (please tick)

Yes	No

If yes, to whom and when.

Do you wish to have a representative present at any meetings regarding this complaint?

Yes	No

Name (print): .....

Signed: .....

Date: .....