

WORK SKILLS LEARNING
COMPLAINTS PROCEDURE
2015 / 2016

The aim

We aim to make Work Skills Learning (WSL) a supportive, safe and caring environment so that pupils can benefit from the best possible education. However, if parents/carers do have a complaint, we would like to know about it so that we have the opportunity to resolve the issues which have arisen and learn from them where appropriate. This procedure will let you know who to speak or write to and the procedure by which your complaint will be handled. The school has a legal obligation to ensure that this procedure is available in written form to parents of pupils and is used in accordance with the law. We will make it available in our prospectus and a copy is made available from office.

Stage 1: Making an Informal Complaint

If you have a complaint, speak first to your child's teacher. If you feel it appropriate, you may bypass the teacher and contact the Director or Deputy Head Teacher directly. If your complaint is about the Director, you should contact the Deputy Head Teacher, Helen Jackson on helen.jackson@workskillslearning.com.

Our hope is that most complaints and concerns will be resolved quickly and informally.

The Response

The member of staff who receives the complaint will either:

- discuss the complaint with you immediately
- make a firm arrangement to discuss the complaint with you at a later date
- refer the complaint to a member of staff who is able to deal with it and follow up to ensure that the referral has been successful.

Complaints will normally be resolved at this stage.

If appropriate, a plan to resolve the problem will be initiated, along with an agreed review date. This is up to **five working days**. At this time you should check that your complaint has been fully addressed. You should also be informed about how to escalate your complaint if you find it necessary. If you are not satisfied with the decision, you should proceed to Stage 2 of this procedure.

Stage 2: Making a Formal Complaint

If the complaint cannot be resolved on an informal basis, you should put your complaint in writing to the Director, using the Complaint Form below. Your written complaint should be acknowledged by letter **within 5 working days**. This acknowledgement will include a target date for providing a response to the complaint. This should normally be no later than **15 working days** after acknowledgement of the complaint. If the target date is likely to be more than 15 working days after acknowledgement of the complaint, the letter will explain the reason for the delay. Your complaint will then be formally investigated. You may be called upon to provide more details of the circumstances of the complaint if this is necessary. Once all of the relevant facts have been established, a decision will be made and you will be informed of this decision in writing.

The written response you receive should include a full explanation of the decision and the reasons for it. Where appropriate, this should include any action the school will take to resolve the complaint. It should also indicate the escalation procedure outlined in Stage 3 of the procedure, should you wish to take the complaint further.

Stage 3: The Escalation Procedure

If no satisfactory solution has been found, or you feel that your complaint has not been resolved, you should write to the **Director, Dayo Adeagbo**, at the school's address.

When writing to the Director, please use the Complaint Form below to set out why, in your view, the complaint has not yet been resolved and also your desired outcome. You should receive a written acknowledgement of your complaint from the Director within **5 working days** and receive a response **within 15 working days** of receipt of your letter.

The Appeal

If you are not satisfied with the written response you receive from the Director, you may appeal in writing to the relevant local authority. Please use the Complaint Form below to outline why your complaint has not been resolved so far and your desired outcome. You should receive a written acknowledgement of your appeal **within five working days** and a hearing should be scheduled to take place as soon as practicable (**normally within 15 working days**).

An appeal panel of two or three Senior Management Personnel and a person independent of the management and running of the school will be assembled to hear your complaint. You may be accompanied by one other person if you wish. Panel members should have had no involvement with the complaint up to this stage. The aim of the appeal panel will be to achieve reconciliation between you and the school. The panel will review the complaint, if necessary interview those involved, and endeavour to find a solution. If possible, the panel will resolve your complaint immediately without the need for further investigation.

Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the panel will reach a decision and may make recommendations, which it shall complete within **7 days of the hearing**. The panel will write to you, informing you of its decision and the reasons for the decision. The decision of the panel will be final.

The panel's findings and recommendations will be documented and a copy will be sent to you, to the Director, the Deputy Head teacher and to the Business Manager and, where relevant, to the person complained about.

The Records

The school will keep records of all written complaints that have been made. This will include meetings, letters and telephone conversations, together with resolutions, action plans and review dates as appropriate and should indicate whether complaints were resolved at the preliminary stage, or were proceeded to a panel hearing. We will record action taken by the school as a result of those complaints (regardless of whether they are upheld).

All records relating to individual complaints will be kept confidential, except where the Secretary of State for Education or a body conducting a Government approved school inspection may request access to them.

Review Leader: Leadership Team

Policy Written: September 2015

Next Review Date: September 2016

No. of formal complaints registered during the preceding school year: 0

