



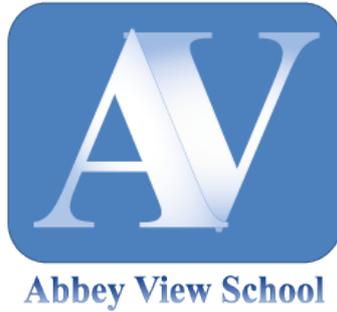
Abbey View School

Policy: General Complaints

Date approved: 18th June 2018

Approved by: Full Governing Body

Date to be reviewed by: 18th June 2021



General Complaints Policy for Parents and Guardians

This policy should be read in conjunction with other policies including the Safeguarding policy

This policy covers complaints of a general nature raised by parents/guardians. Throughout this policy, a complaint is understood to be “an expression of dissatisfaction requiring a response”.

The policy should be read in conjunction with other relevant policies.

At Abbey View School we are committed to trying to resolve things that go wrong as soon as possible. Our priority is to resolve concerns wherever possible without the need for a formal written complaint.

The Procedure:

Stage 1 – In the first instance the complaint should be raised with the Principal. It is anticipated that at this stage the complaint would be initiated verbally. Most complaints will be successfully resolved at this stage.

Stage 2 – If the complainant is not satisfied with the outcome of the complaint at stage 1 it is requested that details are put in writing to the Principal who will inform the Head of the school the young person has been referred from. A central log is maintained of complaints that reach the Principal. This includes the date, reason for the complaint and the outcome of the complaint.

Stage 3 – In the unlikely event that the Principal of Abbey View School and the Principal of the referring school cannot resolve the issue to the satisfaction of the complainant then concerns can be raised before a panel appointed by Abbey View School Ltd, the proprietor, consisting of three people who are not involved in the matters detailed in the complaint. One panel member will be independent of the management and running of the school.

Safeguarding

If a complaint relates to a Safeguarding issue then the Safeguarding Policy and Procedures will take priority.

Complaints against the Principal

If the Principal is the subject of the complaint, then the complaint should be raised with the Chair of Governors who will then follow Stages 1-3 described above.

At all points in this process parents/guardians will be kept informed of the progress of their complaint. Written complaints will be acknowledged within 2 days and a written response following an investigation, or other appropriate action, will be sent within a maximum of 20 working days. As part of the investigation it would be anticipated in most cases that a conversation will take place either via phone or via a meeting with the complainant to ensure the school has clarity about their concern.

- The parent may be accompanied at the panel hearing.
- The findings and any recommendations will be communicated to the complainant and, where relevant, the person complained about. This may be sent by electronic mail or letter.
- A copy to be kept on the school premises by the proprietor and Principal.
- At all stages in the process a written log of how the complaint has been dealt with will be kept. This includes dates and times of when phone calls have been made as well as minutes from meetings and a copy of any correspondence sent.
- Correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Act requests access to them.