



SHAPWICK SCHOOL

'The same road by different steps'

COMPLAINTS POLICY

Review: 31 August 2019

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COMPLAINTS POLICY

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COMPLAINTS POLICY

1. Introduction

We recognise our duty under the Education Act 2002 to have in place a procedure to deal with complaints relating to the school and any services the school provides; and comply with The Education (Independent School Standards) Regulations 2014.

As a residential special school, Shapwick School follows the National Minimum Standards for Residential Special Schools (2015).

Accessibility - This Complaints Policy will be well-publicised and provided in a different, more accessible format on request.

2. Complaints procedure for current parents, carers, guardians or those with parental responsibility

Any of the above may complain to the school if they are unhappy with any aspect of the education or care provided at Shapwick School (telephone 01458 210384) **Note:** the term 'current' could apply to someone with parental responsibility who raised a complaint whilst their child was still on the school roll but has since left.

All complaints are taken seriously and dealt with without delay and our aim is to resolve the complaint to the satisfaction of the complainant.

Any person who is the subject of a formal complaint will not be responsible for resolving or responding to it.

Any complaint concerning the Principal should be referred to the Advisory Board

Stage One: Informal Resolution

Stage One complaints will be acknowledged within 2 working days* and a resolution meeting set within 5 working days following this acknowledgement.

Initially, any parent or carer should discuss their concerns with the member of staff most directly involved and, if not satisfied, discuss their concerns with a senior member of staff.

We expect the majority of concerns will be resolved in this way (and not recorded as a formal complaint). However if not resolved through discussion with staff the following formal procedure will be followed.

**Working days are Monday to Friday during term-time*

Stage Two: Formal Resolution

At this stage the complaint should be made in writing to the Principal. This will be acknowledged within 2 working days and a meeting will be arranged within 15 working days following this acknowledgement to allow time for a full investigation.

If the complaint is resolved at this stage it will be recorded in the 'Complaints Log Book'.

The Principal will take all reasonable steps to resolve the complaint to the satisfaction of the complainant. Should this not happen, the complainant is entitled to take the matter forward to Stage 3.

Stage Three: Complaints Panel

At this stage the complaint will be considered by a panel of at least three people who were not directly involved in earlier consideration of the complaint including:

- A member of Shapwick School's Leadership Team
- A representative of the Advisory Board
- A person independent of the management and running of Shapwick School, e.g. independent visitor/advocate, an officer of the local authority etc.

Members of the panel must not have been directly involved in the matters detailed in the complaint. The panel will acknowledge the complaint within 5 working days and will then arrange a meeting within 10 working days

The complainant may attend and could be accompanied by a friend or relative. Legal representation is usually not appropriate.

The findings and recommendations of the panel will be given to the complainant, the Principal, Chair of the Advisory Board and where relevant the person complained against.

Urgent action will also be taken to improve practice, services and outcomes, where appropriate.

When necessary, relevant issues will always be brought to the notice of:

- The referring/placing authority
- Parents/carers
- Office for Standards in Education, ISI and Social Care

Complaints concerning allegations of child abuse and safeguarding will be referred to Children's Social Care and the referring authority in accordance with our 'Safeguarding and Child Protection Policy'.

All complaints and their outcome are recorded in the 'Complaints Log Book' which is kept in the Principal's Office and is open to inspection by officers from placing local authorities, ISI, DfE and OFSTED Inspectors.

The written record will state whether the complaint was resolved following a formal procedure, or proceeded to a panel hearing, include details of any action taken by the setting as a result of the complaint (regardless of whether the complaint was upheld) and the outcome of any investigation.

3. Implementation, monitoring, evaluation and review

The designated senior member of staff with overall responsibility for the implementation, monitoring and evaluation of the 'Complaints Policy' is the Principal.

Additional support will also be provided to any parent or significant person, wishing to know more about the policy and procedures outlined above. A copy of this policy document is

available for inspection on the premises during office hours and an electronic copy is posted on our website www.shapwickschool.com

All members of staff are informed about this policy during their induction and are reminded of the procedures as necessary.

This policy document will be reviewed and publicised in writing at least annually and, if necessary, more frequently in response to any significant incidents or new developments in national, local and organisational policy, guidance and practice.

The Advisory Board will also undertake an annual review of this policy and ensure that all duties have been discharged in accordance with current legislation, regulations and statutory guidance; as well as local authority procedures and practice including the relevant Local Safeguarding Children Board(s).

The Advisory Board will review the number, frequency and nature of the complaints and hold senior leaders to account for all aspects of the school's performance through robust systems of governance and monitoring.