



ST VINCENT'S SCHOOL

A Specialist School for Sensory Impairment and Other Needs

Policy Document Title:	Complaints Policy (For complaints other than through the pupils' Complaint Box)
To be read in conjunction with:	Safeguarding/Child Protection Policy Safeguarding Procedures
Updated:	09/12 SR
To be reviewed:	07/13

Definition

A procedure of response to complaints received from pupil, students and parents or persons with parental responsibility.

Aims

- To ensure that the complaints procedure is approved by governors, and clearly understood by members of staff and parents and regarded as a whole school approach
- To respond to all complaints
- To reach a satisfactory outcome for all concerned.
- To ensure that the complaints procedure continues to be developed annually

Objectives

- To ensure that the policy and the procedure of implementation is known to all, with regard to a formal complaint about any member of staff
- To raise the awareness of parents and pupils the procedure for making complaints to the Social Care Commission on an annual basis
- To fully investigate all complaints ensuring the protection of the person making the complaint
- To retain a comprehensive record (log) of complaints including a planned monitoring of the situation and any matters for further action.
- To investigate, resolve and feedback the outcome of any complaint

Implementation

****NB Complaints or concerns raised in relation to abuse should always be responded to with reference to St. Vincent's Safeguarding/Child Protection Policy and Procedures***

1. Telephone complaints or complaints in person

- a. The person in receipt of the telephone call or having spoken personally with the complainant;
 - I. To complete a report setting out the content of the complaint and all relevant details (Appendix1)
 - II. The report to be dated, signed and include a distribution list containing the Line Manager
- b. The line manager to determine the course of action in consultation with appropriate members of the Senior Leadership Team.
- c. Complaints and the planned response procedure can be categorised at two levels according to seriousness:

Level 1 Complaints

- Investigate and resolve the problem on an individual basis involving the pupil, the family, members of staff and where appropriate other pupils
- Home visit (optional)
- Invite parents into school (optional)
- Letter to parents summarising the course of action

Level 2 Complaints (more serious nature)

- Consult with the Principal – if communication from parents was not made directly to the Principal
- Investigate fully and complete a written report

- d. Action to include a combination of the following:
 - Review meeting (internal)
 - Review meeting with parents present
 - Liaison with other agencies
 - Telephone contact (logged)
 - Home Visit
 - Sanctions
 - Principal to consult with the Chairperson of the Board of Governors
 - Letter to parents summarising the course of action and wherever possible working in partnership

2. Formal Complaint by Letter

Recipient	Response	Course of Action
Non SLT Member	To discuss with the relevant SLT Line Manager	A letter to complainant, within 5 working days, from either the Principal or appropriate SLT member. The letter to set out details of the steps taken as a consequence of the complaint having been investigated or of an ongoing investigation with further communication to follow by a specified date. Enquiries and subsequent action may involve collaborating with other agencies
SLT Member	To discuss with the Principal	
Principal	To discuss with the SLT	
Chair of Governors	To meet with the Principal	

a. Investigating Formal Written Complaints

- To implement the procedure as systematically outlined under item 1 (d).

3. Recording and Responding

a. A full report on the incident to be filed accordingly:

- I. The complaints file (Principal's Secretary)
- II. The pupil's individual file
- III. The departments' own file

b. A letter to go to complainant when a complaint has been fully investigated outlining the course of action and the decision taken by the school.

4. Periodic Check

- Child Protection Co-ordinator
- Principal
- Pastoral and Independence Skills Manager



Complaint by Telephone or in Person

Pupil name:		Parent:	
Complaint made to:		Position:	
Telephone complaint		Complaint in person	
Time of complaint:		Date of complaint	

Stage 1 Details of complaint

(Concise details and factual information)

Stage 2 Pass to Line Manager:

Action:

Signed:

Date:

Stage 3 Action taken by Line Manager:

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Signed:

Date:

Stage 4 Further Consultation (as appropriate)

P&ISM:	Date:
Deputy Principal:	Date:
Principal:	Date:
Complaint file copy:	Date:
Pupil file copy:	Date:
OfSTED	Date:

Substantiated:

Unsubstantiated