



COMPLAINTS POLICY - NLPP DECEMBER 2018

Role	Signature	Print Name	Date
Chair of Management Committee North Suffolk PRU Partnership		Angela Pinner	
Executive Head		Paul Morton	
Head of School – First Base		Tim Skazick	
Head of School – Harbour PRU		Nicky Howes	
Head of School – Old Warren House		Sandra Mahoney	
Prepared By:		Paul Morton – Executive Headteacher	

Adopted: 17 December 2018

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COMPLAINTS POLICY

1. Introduction

1.1 We believe that our Pupil Referral Unit provides a good education and support for all our children, and that all the staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

2. Aims and objectives

2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide appropriate opportunity for any complaint to be fully discussed, and then resolved.

3. The complaints process

How to share a concern

3.1 If a parent is concerned about anything to do with the education that we are providing at our PRU, they should, in the first instance, discuss the matter with their child's class teacher or link member of staff. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

3.2 Where a parent feels that a situation has not been resolved through contact with the class teacher or link member of staff, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head of School. The Head of School considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Sharing a concern about the Head of School or Executive Headteacher

3.3 Should a parent have a complaint about the Head of School, they should make an appointment to discuss it with the Executive Headteacher. The Executive Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Should the parent have a complaint about the Executive Headteacher, they should first make an informal approach to one of the members of the Management Committee, either the school Link Manager or the Chair of Managers, who is obliged to investigate it. The Manager in question will do all they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, they can make a formal complaint, as outlined below. A [list of Managers names](#) is available from the school office.

How to take the matter further

3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the management committee. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the [Chair of Managers](#).

The management committee must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that they can explain their complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the Managers consider their decision and inform the parent about it in writing. The Managers do all they can at this stage to resolve the complaint to the parent's satisfaction.

Who to appeal to next

3.5 If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

3.6 If any parent is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

4. Monitoring and review

4.1 The Managers monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Executive Headteacher and/or the Head of School logs all complaints received by the school and records how they were resolved. Managers are able to examine this log.

4.2 Managers take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

5. Use of personal information

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have other concerns about our data processing, please raise this with us in the first instance by contacting the school office.

Alternatively you can make a complaint to the Information Commissioner's Office:

Report a concern online at: <https://ico.org.uk/concerns>

Call: 0303 123 1113

Or write to:

Information Commissioner's office
Wycliffe House,
Wilmslow,
Cheshire, SK9 5AF