

THE ALTERNATIVE SCHOOL GROUP LTD

Complaints Procedures Policy



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Success

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This policy has been prepared in accordance with The Education (Independent School Standards) Regulations (2014, updated 2019). Copies are available on the school website www.thealternativeschool.co.uk, and from the school office upon request.

Introduction

The Alternative School welcomes suggestions and comments from pupils; parents and careers, and takes seriously any concerns that you may have. All concerns will be treated in a professional and appropriate manner, and in accordance with this procedure. It is hoped that most complaints and concerns can be resolved quickly and informally.

The Alternative School prides itself on its individual and nurturing approach towards each child's education.

STAGE 1 – (informal resolution)

If you have any problems, concerns or are not happy with any part of the TAS programme, please talk directly to your child's teacher in the first instance. The teacher will arrange to meet with you within 2 days of your concern being made with the aim of resolving the matter. In many cases the matter will be resolved straight away to the parent's/carer's satisfaction.

The member of staff will make a written record of all concerns and complaints with the date on which they were received. Should the matter not be resolved at this stage then the parent/carer will be advised that their complaint will be referred to the headteacher in accordance with Stage 2 of this procedure.

STAGE 2 – (formal resolution)

At this stage the parent/carer should notify the school's headteacher in writing.

After considering the concern/complaint the headteacher will decide upon the appropriate action to be taken. It may be necessary for the headteacher to carry out further investigations. The headteacher will keep written records of all meetings and interviews held in relation to the complaint. Once the headteacher is satisfied that all of the relevant facts have been established a decision will be made by the headteacher. The headteacher will contact the parent/carer and arrange a meeting with them, to inform them of the outcome and will provide reasons for his/her decision.

If possible a resolution will be reached at this stage that satisfies the parent/carer; the pupil and the school.

Where the parent/carer is not satisfied with the school's response at Stage 2, and indicates that they wish to progress their complaint to Stage 3, a panel hearing should take place,

unless the parent/carer later decides that they are now satisfied with the outcome at Stage 2 and no longer wishes to proceed further with their complaint.

STAGE 3

If you remain unhappy at the response you have been given and would like to take this further, please provide your concern in writing within 5 days of your meeting, to Ann Flynn our Quality and Compliance Manager, (01282 851800 option 4) ann@thealternativeschool.co.uk

A meeting with a panel of no less than 3 people, who were not directly involved in the matters detailed in the complaint, will be arranged to take place within the following 10 working days, where you will be given the opportunity to discuss your concerns with the panel. The original person you made the complaint to will not be included as part of this panel.

The panel may be made up of TAS teachers, senior leaders, communications or intervention team members, members of the TAS Advisory Board or Non-Exec Board, all of whom will have the interest and well-being of your child at the centre of their findings. The campus head teacher and/or Ann Flynn will be responsible for the appointment of the panel where at least one person will be independent of the management and running of the school. You will be notified by phone and by writing of the panel hearing date at least 3 days in advance of the meeting and may be accompanied by a friend, relative or support worker if you wish.

The schools arrangements for the panel hearing should be reasonable in order to facilitate the parent/carer to attend. If a parent/carer does not attend the planned panel hearing, this does not remove the schools obligation to hold the hearing in conformity with its complaints policy.

During the meeting you will be given the opportunity to put forward your concerns to the panel who will then decide on the outcome and make recommendations. These findings and recommendations will be discussed with you before the end of the meeting and a way forward agreed between yourself and the school. You may be asked to leave the room for a short while whilst the panel discuss these recommendations before coming to a final decision. You will also receive details of these recommendations in writing, as will the person complained about, if relevant, and written records of the complete complaint and outcome/actions will be kept.

All correspondence, statements, recommendations and records of complaints / actions taken as a result of a formal complaint will be kept confidential but will be shown to HMI/ISI if they request access to them during a school inspection.

Copies must also be made available to the registration authority upon their request and available for inspection on the school premises by the proprietor and the headteacher.

A written record of all complaints will be kept from all stages of this process.

1. whether they are resolved following an informal or formal procedure, or proceed to a panel hearing; and
2. action taken by the school as a result of those complaints (regardless of whether they are upheld)

Complaints and/or Allegations of Abuse or Harm by a member of the TAS team, including senior leaders and head teacher

It is the absolute priority of all members of the TAS team and the TAS Advisory Board to ensure that pupils are kept safe at all times whilst within the care of TAS. If you have any concerns regarding Physical, Emotional or Sexual abuse by a member of staff or other person whilst your child is in our care, please report it directly to the head teacher. If you feel that you are unable to do this, for whatever reason, please report it directly to the Lancashire Safeguarding Children Board (TRA) who will investigate the matter immediately.

Contact Details

Children's Safeguarding Assurance Partnership
www.blackpoolsafeguarding.ork.uk (01253 477025)

Alternatively, if you have concerns about a child's safety or welfare please call Lancashire County Council Social Care Customer Service Centre on **0300 123 6720** or **0300 123 6721/2** for out of hours calls.

It is our aim to offer a safe and nurturing environment for your child in order to aid their personal development and academic progress. We will NOT tolerate abuse of any kind and operate a transparent reporting procedure in order to deter this happening at any level and to offer you the ease of knowing you can report any concerns either directly or indirectly.

If you have any other ideas as to how you would like to resolve complaints, please feel free to discuss these ideas with your child's class teacher, campus headteacher or the quality and compliance manager. We are always open to new ideas and suggestions. and want to ensure that you and your child are treated fairly at all times.

APPENDIX A COMPLAINT RECORD FORM (To be used for Stage 1 and Stage 2)

PART A - RECORD OF COMPLAINT Complainant's Name:

Address:

Telephone:

Details of the Complaint:

Date Complaint Made:

Action Already Taken to Resolve the Matter:

Complainant's View of what might resolve the issue:

PART B ACTION TAKEN IN ACCORDANCE WITH THE COMPLAINTS PROCEDURE

Complaint Investigated By:

Action (with dates):

Date of formal meeting with complainant: Outcome of the Meeting: