

PROCEDURE FOR COMPLAINTS AND ALLEGATIONS

Stage 1: Discuss your concerns with your child's Keyworker or other relevant member of staff (which may be the Centre Manager). This will usually resolve the issue.

The member of staff concerned will deal with your issues or make sure you have the information you need if you feel you want to take the matter further.

If you are not satisfied with the response →

Stage 2: Complain to the Centre Manager either verbally or in writing.

Your complaint will be acknowledged and a meeting held within 5 school days with a full written response within 20 school days.

If you are not satisfied with the Centre Manager's response →

Stage 3: Complain to the Directors in writing.

Your complaint will be acknowledged within 7 school days with a full response within 20 school days.

If the complaint remains unresolved →

Stage 4: Write to the Chair of the Management Committee requesting that your complaint be heard by a **complaints committee of (3) made up of members not directly involved.**

The **complaints committee will include one member who is independent of the management and running of the school.** They will meet within 10 school days of receipt of your letter. The committee's decision is final and you will be told of its findings within 5 school days of the hearing. Parent/carers will have the opportunity to be accompanied and attend the panel hearing if they so wish.

If you feel your complaint has not been dealt with properly →

Stage 5: Write to the Council Children & Learning Department complaints officer, giving evidence that the school did not follow its complaints procedure.

The complaints officer will acknowledge your letter within 3 working days and tell you what will be done. The department can only investigate inappropriate procedure, not re-visit the complaint itself. A response will be made within 10 working days.

If you are not satisfied with the response →

Stage 6: Write to the Secretary of State for Education and Skills, or the Local Government Ombudsman.

The Secretary of State may intervene if a governing body or a Council has not carried out a statutory duty or has acted unreasonably. The Ombudsman only investigates issues of maladministration.