

Complaints Policy

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At Wolfdale School we will address complaints:

- As set out in this policy and procedure.
- With the student at the heart of decision making.
- Recognising the student's individual difficulties and challenges.
- For families and carers with the knowledge they can make complaints
- Without prejudice.
- To resolve the complaint in a timely fashion.
- To ensure a fair investigation into the complaint.
- Keeping information on record available for Inspection and Directors.
- Reviewing complaints and outcomes at Governance level.
- As set out below for members of the public to follow along with families and carers.
- With information available on the school website and Parent Handbook
- This complaints policy applies to parents/guardians of Wolfdale school students only, not prospective parents/guardians or pupils (even those who are adults).

This document meets the requirements set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2019, which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the school.

Complaints can be directed to the Principal or the Directors:

Telephone: 0116 2355 600 (Anstey Site)

Wolfdale School, Cropston Road, Anstey, Leicestershire, LE7 7BP

sachin.dogra@wolfdaleschool.leics.sch.uk

Directors:

Gemma Thompson: gemma.thompson@wolfdaleschool.leics.sch.uk

Tony Blanchard: tony.blanchard@wolfdaleschool.leics.sch.uk

Complaints can be taken directly to OFSTED using the contacts below:

Telephone: 0300 123 4666

<https://www.gov.uk/government/organisations/ofsted/about/complaints-enquiries@ofsted.gov.uk>

At Wolfdale School we understand that many of the families and carers have experienced challenges with placements and their approaches in providing education and support to the child.

Our aim is to ensure the highest quality of education, behaviour and emotional support however there will be times where there are genuine concerns regarding the child's experience.

At the school we pride ourselves in ensuring there is a positive relationship with families and carers as placements work best when all parties are working in conjunction. The moment where it is felt this is not the case, we recommend contacting the school and speaking to the appropriate teacher, school lead, Head of School or Principal where in most occasions the matter will hopefully be resolved, at this point the complaint will be resolved on an informal basis.

This policy outlines the three approaches to complaints, **Informal, Formal and through Panel.**

- Resolved informally - First step of a complaint in writing to the Principal and addressed.
- Resolved formally - Second step in writing to Principal plus investigation.
- Resolved Panel hearing -Third step in writing to Principal plus panel.

1 - I Do Not Feel the Concern is Resolved:

If you feel the initial concern has not been resolved or is of a significant nature you should contact the Principal informing of a formal complaint.

The Principal will advise to submit the complaint in writing, once received it will be formally acknowledged in writing within 2 working days.

An investigation will be completed reviewing all information and discussions with parties involved. A formal reply with the outcome of the investigation will be shared within 10 working days.

2 - I Am Not Happy with the Outcome of My Complaint:

If you feel unsatisfied the outcome from your complaint you can contact the Board of Directors to have the complaint reviewed.

The review of the complaint will be led by a Panel appointed by or on the behalf of the Directors that consists of at least 3 people who were not directly involved in the

matters detailed in the complaint. At least one member of the Panel will be independent in the management and running of the school.

The Panel will review the process and outcome of how the complaint was managed at this stage they may consider further investigation into the matter. The Panel hearing will be scheduled within 20 working days of the Panels receipt of the complaint.

The Complainant will be invited to the Panel hearing, though attendance is not mandatory, the hearing will continue in line with this policy. The complainant can be accompanied to the hearing by one other person including family member or friend.

The panel will make their decision following their review of the complaint. The review, findings, outcome and recommendations of this process will be shared with the complainant, person complained about (where relevant), Principal and Directors within 7 working days. The decision of the Panel will be final.

The information of the Panels review, findings, outcome, recommendations and hearing will be available for inspection on school premises by the Principal and Directors.

3 - Independent Panel Members

Rachel Turner	David Lowe
Occupational Therapist	Retired Detective Inspector
Expert Witness	

4 - Can I Bring Formal Representation?

The process reaching Panel aims not to have the requirement for Legal representation. If you feel you require this, we recommend sending this request to the Directors prior to the hearing.

5 - Storage and Access:

The information and outcome of your complaint whether it is formal or requiring Panel will be stored securely with restricted access within the school's ICT system. This will include the written records the complaint, relevant correspondence, recommendations and actions completed by the school whether regardless of whether the complaint is upheld.

All records are kept confidential relating to complaints and access to this information is limited to:

- Inspectors including OFSTED and Local Authority
- Principal
- Directors

- Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.
- Parties involved in the complaint

6 - Monitoring and Review:

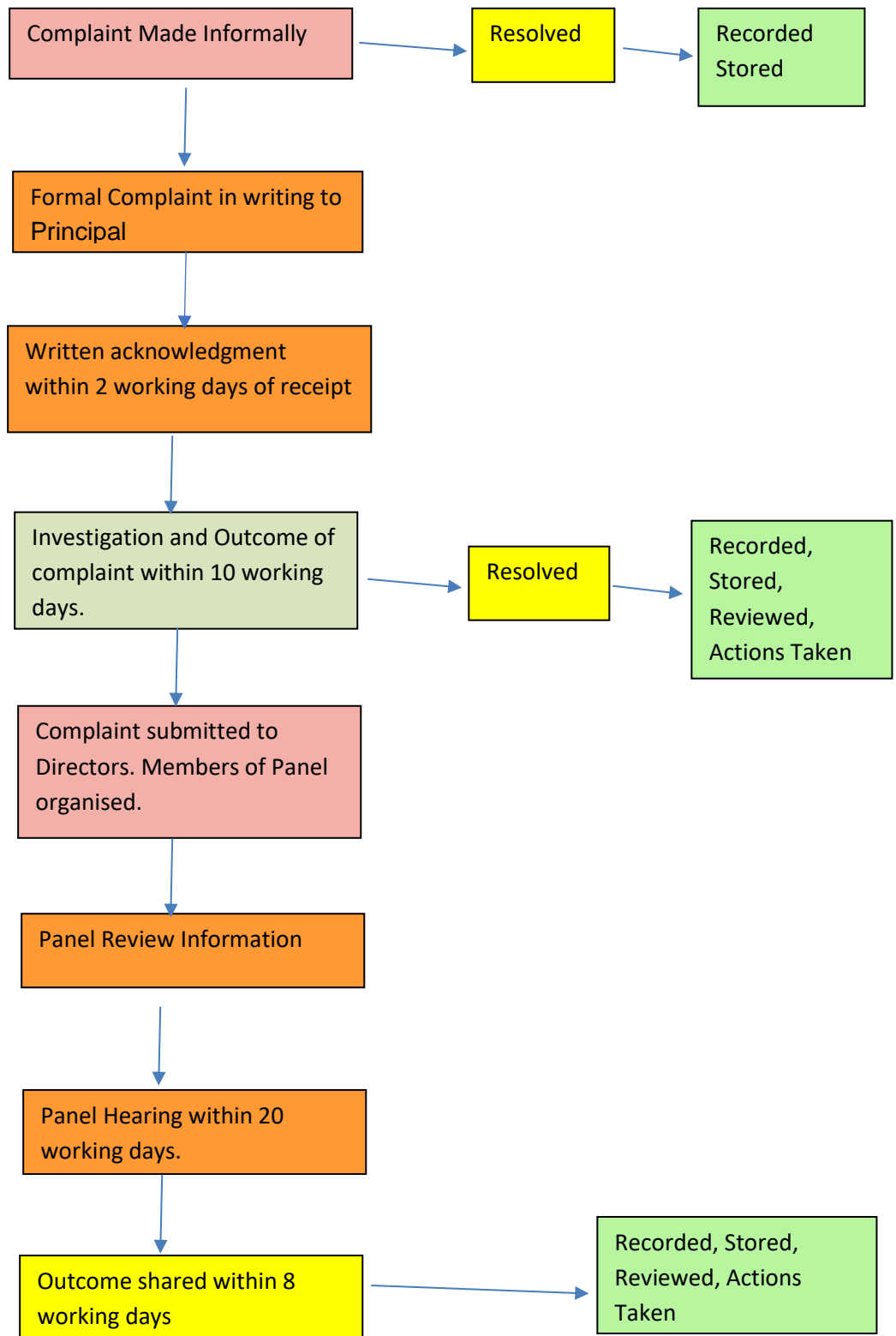
At Woldale School the Governance of complaints is led by the Board of Directors.

On a termly basis Complaints will be reviewed, however reviews of complaints may be completed earlier dependent on the severity or concern of the complaint.

The Board of Directors will review the process and actions taken by the Principle.

Appendix

Complaint Process



NB - This process will take no more than 40 days from start to completion

Related Policies:
Safeguarding Policy, Health and Safety Policy


Policy owned by:
Name: *Principle*

Signature: 

Revision Control:

Revision Number	Page Number/s	Revision explanation	Date of change
1		Created	Jan 2017
2		Reviewed	Sep 2017
3		Reviewed (HR Manager)	Sep 2019
4		Reviewed (Head of School)	Sep 2019
5		Minor changes- updated school email addresses	May 2020
6		Change to I.S.S 2019	June 2021
7		Updated role names	May 2023

Approved Sign off:

Sign needed by:	Name	Signed	Date
Member of Senior Leadership Team	Gemma T		May 2023

Review Date: May 2024