



# BEP Group: Policy Pack

staff, volunteers, learners & consultants



## Complaints

### Procedure and complaints form

Last Review: September 2021, Next Review: September 2024

## **Contents**

1. Aims and Objectives
2. Procedure
3. Stage 1 (Informal)
4. Stage 2 (Formal)
5. Stage 3 (Formal)
6. Stage 4 (Formal)
7. Summary of timescales
8. Complaints log
9. Policy review

## **Version control**

22/01/15	KS	Policy rewritten to reflect end of work programme.
17/11/17	KS	Independent School status incorporated.

## **1. Aims and Objectives**

- 1.1. We believe that our school provides outstanding pastoral support and education for all our pupils, and that the BEP Group team work very hard to build positive relationships with all parents, carers and other stakeholders.
- 1.2. However, we acknowledge that from time-to-time parents, carers and others connected with the school will become aware of matters which cause them concern. To encourage resolution of such situations we have adopted this simple and clear complaints procedure.
- 1.3. Our school aims to be fair, open and honest when dealing with any complaint.
- 1.4. We give careful consideration to all complaints and deal with them as swiftly as possible.
- 1.5. We aim to resolve any complaint through dialogue and mutual understanding, and in all cases, we put the interests of the pupil above all other issues.
- 1.6. Written records will be kept of all complaints including the stage at which they were resolved, and all correspondence, statements and records of complaints will be kept confidential.
- 1.7. The procedure is devised with the intention that it will:
  - 1.7.1. usually be possible to resolve problems by informal means (before or at stage one of the procedure)
  - 1.7.2. be simple to use and understand
  - 1.7.3. treat complaints confidentially
  - 1.7.4. allow problems to be handled swiftly
  - 1.7.5. address all points causing concern
  - 1.7.6. inform future practice so that the problem is unlikely to recur
  - 1.7.7. reaffirm the partnership between families and staff as they work together for the good of the pupils in the schools
  - 1.7.8. ensure that the schools' attitude to a pupil would never be affected by a parental complaint
  - 1.7.9. discourage anonymous complaints
  - 1.7.10. ensure that all staff have opportunities to discuss and understand the schools' response to concerns and complaints made by families or other persons ensure that any person complained against has equal rights with the person making the complaint.

## **2. Procedure**

- 2.1. BEP Group has a simple and transparent complaints procedure. If you have a concern or a complaint you wish to raise, it is your right to do so.

## **3. Stage 1 (Informal)**

Sharing your concern

- 3.1. If you are concerned about anything at our school you should, in the first instance, discuss the matter with the person you have a concern with. Most matters of concern can be dealt with in this way.
- 3.2. We always want to know if there is a problem, so that we can take action before the problem seriously affects the pupil's welfare and/or progress.
- 3.3. After hearing the concern we shall act as quickly as we can. Please allow time for any action we may take to be effective. It may be possible to see the staff member straight away but usually it is better to make an appointment so that you can sit and talk things through.

## **4. Stage 2 (Formal)**

Making a complaint to the Principal

- 4.1. If you are still unhappy, ask for an appointment with the Principal.
- 4.2. It is helpful if you can give a brief outline of your concern when you make the appointment. It may be useful to complete the complaints form (at the end of this document) at this point.
- 4.3. After your discussion with the Principal you may have to wait a short time while investigations are carried out.
- 4.4. Every effort will be made to resolve the situation as quickly as possible; the Principal will keep you updated and will send you a written response within ten working days.

## **5. Stage 3 (Formal)**

Making a complaint to the Chief Executive

- 5.1. If you are still unhappy, ask for an appointment with the Chief Executive.
- 5.2. You will be asked to give a brief outline of your concern when you make the appointment and to supply a written complaint. It may be useful for you to review your original completed complaint's form or, if you haven't done so already, complete the complaints form (at the end of this document) at this point.
- 5.3. After your discussion with the Chief Executive you may have to wait a short time while investigations are carried out.
- 5.4. Every effort will be made to resolve the situation as quickly as possible; the Chief Executive will keep you updated and will send you a written response within ten school days.

## 6. **Stage 4 (Formal)**

### Making a complaint to the Complaints Panel

- 6.1. If the complaint has still not been resolved at one of the previous stages, you may ask for your complaint to be heard by our complaints panel, which will include at least three members who have been appointed by the schools' directors.
- 6.2. None of the three appointed members of the complaints panel will have been directly involved in any of the matters detailed in the complaint, and at least one of the three will be completely independent of the leadership of the school.
- 6.3. You should set out your complaint, in writing, and address your complain to the Chairman, BEP Group, 10 Bridge Close, Romford, RM7 0AU. The complaints panel will consider all written complaints within twenty school days of receipt.
- 6.4. The panel will arrange a meeting to discuss the complaint, and will invite you to attend the meeting, so that the complaint can be explained in more detail.
- 6.5. The complainant is welcome to be accompanied by a family member or friend to the meeting.
- 6.6. The school will always give the complainant at least five days' notice of the meeting.
- 6.7. After hearing all the evidence, the complaints panel will consider their decision and inform the complainant, and where relevant the person complained about, their key findings and recommendations which will be provided in writing within two school days.
- 6.8. The complaints panel will do all they can at this stage to resolve the complaint to the complainant's satisfaction.
- 6.9. A copy of the findings and recommendations will be made available for inspection at the school by the proprietor and the leadership team.

## 7. SUMMARY OF TIMESCALES

Stage	Description	Timescale
<b>1. Sharing your concern.</b>	A discussion with the relevant member of staff.	As soon as possible and within 5 school days.
<b>2. Making a complaint to the Principal.</b>	A written complaint and/or meeting with the Principal.	Acknowledged on the day and responded to within 10 school days.
<b>3. Making a complaint to the Chief Executive.</b>	A written complaint and/or meeting with the Principal.	Acknowledged on the day and responded to within 10 school days.
<b>4. Making a complaint to the Complaints Panel.</b>	A written complaint, addressed to the Chairman, followed by a meeting with the panel.	Acknowledged on the day. Meeting the panel within 20 school days. Response from the meeting within 2 school days.

## 8. Complaints Log

- 8.1. All complaints are recorded.
- 8.2. The detail of the complaint is recorded, including informal complaints (stage 1), as is whether the complaint is resolved at stage 1, or at any stage of the formal complaints procedure.
- 8.3. Any actions taken by the school as a result of a complaint (regardless of whether the complaint has been upheld or not) are also recorded on this log.
- 8.4. All information (correspondence, statements, records) related to all individual complaints is kept confidential, accessed only by the Chief Executive or Principal.

## 9. Policy Review

- 9.1. This policy be reviewed and updated by the leadership team annually.

## 10. Complaints Form

Please complete and return to .....  
who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if applicable):

Your relationship to the pupil (if applicable):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.  
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

**Official use**

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: