



## Applied Educational Solutions

Developing the whole student

### **Applied Educational Solutions Complaints Procedure**

Parents are provided with a copy of the Complaints procedure when their child joins AES as part of the Policy Pack for new parents. It is also on the website.

Applied Educational Solutions is a very busy place of education where there are many interactions between students, parents, carers and staff as a part of the everyday life at the school. We ensure as a school that we respect the rights of all members of the school community we work together to instil this in both our staff and students. From time to time things may go wrong, or you may feel we can do something better. Please don't keep this worry to yourself, share your worry with school staff to ensure it can be resolved by the school management as quickly as possible.

Please use the following key facts as a guidance when placing a complaint.

What complaints should be about:

Staff conduct

Teaching and learning

Bullying

The school environment

Educational decisions

Discrimination

The care provided to the students whilst at the school

In each case the responsibility for action lies with the school. Anonymous complaints will be assessed on a case by case basis.

Our school complaints form can be used to assist you with providing us with the key information required to process your complaint however complaints can be considered without one.

The complaints procedure will:

Encourage resolution of problems by informal means wherever possible

Be simple to understand and use

Be non-confrontational

Be impartial

Follow timescales

Allow swift handling within established time-limits for action and keeping people informed of the progress;

Ensure a full and fair investigation by the school management team and a named independent other person where necessary;

Address all the points at issue and provide an effective response and appropriate redress where necessary;

The complaints procedure will not deal with:

Complaints about the statementing process for students with special educational needs

Admissions and exclusions

Child protection matters

Allegations of abuse

Disciplinary issues relating to staff members

Curriculum complaints

If at any stage of the process, the complaint starts legal action in relation to matters under consideration, the complaints process will automatically cease.

## Resolving issues and complaints

We see it as important to try and reach an early resolution with complaints. This not only promotes closure in the matter but also enables parents and staff to move forward constructively. It may be sufficient to acknowledge that a complaint is valid in whole or in part. It may also be appropriate to offer one or more of the following:

An apology

An explanation

An admission that the situation could have been handled differently or better

An assurance that the incident complained of will not recur – and an explanation of stages taken to ensure this

An undertaking to review school policies in light of the complaint

Asking the complainant what they feel they would like to see happen may help resolve the situation at any stage.

However it may also be the case that the outcome, at any stage of the procedure, concludes that:

There is insufficient evidence to reach a conclusion, so that the complaint cannot be upheld.

The concern is not sustained by the evidence.

The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential under the Data Protection Act (e.g. where staff disciplinary procedures are being followed)

When we receive a complaint we will try to:

Discuss the complaint with the complainant

Establish what has happened and who was involved – clarify the details.

Discover what the complainant feels would remedy the situation.

Organise a hearing with those involved – parents/carers can be accompanied if they wish.

Approach the hearing with an open mind – and keep notes.

Give a response within the specified time scales.

Ensure written records are kept and appropriate written communication is shared with parents/carers.

The stages for making a complaint:

We ensure swift handling of the complaint with clear timescales, ensuring a full and fair investigation that respects the confidentiality of the complainant whilst recognising the requirements of the Data Protection Act.

### **Stage 1 - Informal complaint process and timescales:**

This is when a parent or pupil or other person contacts the school because they are not happy about something that has happened, or is happening in the school.

The response to the complaint will be no longer than 1 week from the date of receipt.

The response can be written or verbal, as deemed appropriate to the situation.

### **Stage 2 – Formal complaint process and timescales:**

If the complainant is unsatisfied with the informal approach and response made by the school they should follow the response to the informal complaint in writing, making it formal. This should be done within two weeks of receiving the informal complaint feedback.

Within three weeks of receiving the written formal complaint, the matter will be considered via a panel hearing of three professionals who were not directly involved in the previous consideration of the complaint and one of whom is independent of the school. Our independent panel member is Susan Tyme (a practising judge).

The complainant will receive a letter outlining the date and time of the hearing giving them five days to respond if they cannot attend. In this instance, a new date and time will be given. The complainant can be accompanied to the hearing e.g. by, but not limited to, a friend or family member.

Following the hearing the complainant, director and relevant others about whom a complaint has been made, will receive written feedback including findings and recommendations within one week. Minutes of the hearing and other information received will be kept confidential on record at the school but made available for relevant agencies when requested.

Written records are kept of all complaints and their outcomes regardless of which stage they were resolved at, including complaints submitted in writing and those which proceeded to a panel hearing.

## Monitoring complaints

The school will monitor complaints. Details to include in any monitoring are:

Name of complainant

Details of the complaint

A brief categorisation of the complaint

How the complaint was investigated and by whom

When the complaint was made

The results and conclusions of the investigation

Any action taken as a result

Any follow up action taken

Applied Educational Solutions are here to provide the best education to the students within their care. We apologise in advance if at any stage in your child's educational journey with the school you feel you need to place a complaint. If this situation occurs we as a school ensure we will get to the root of your concern and resolve the matter as quickly and effectively as possible.

Reviewed February 2018

To be reviewed February 2019

**Applied Educational Solutions Complaint Form**

**Parents name:**

**Date:**

**Childs name:**

**Relationship to child:**

**Address:**

**Contact number:**

**Complaint details: (please use separate sheet of paper if necessary)**

**What do you suggest we do to resolve your complaint?**

**Please attach any supporting paper work.**

**Complainant print name:**

**Complainant sign name:**