



The Grange Therapeutic School

COMPLAINTS POLICY

GP03

See also: The Grange Child Protection Policy and Acorn Care and Education Procedures for:

- Managing Allegations against Staff
- Referrals to the Independent Safeguarding Authority

Revised Date: September 2017	1	Policy: Complaints Policy
Next Review: September 2018		Revised by: O Sharp

Introduction

Procedures are in place for complaints to be dealt with, no matter the source, and are set out below.

All complaints are taken seriously by The Grange Therapeutic School and all complaints are recorded in our complaints book. This is kept in a secure place in the Main School office and can only be accessed by the school Senior Leadership Team. The progress and resolutions of all complaints made are documented in the complaints book.

These records and any correspondence relating to a complaint will remain confidential except where the Secretary of State or a body conducting an inspection under section 163 of the Education Act 2002 requests access to them.

- **Allegations against staff will be recorded in the Child Protection Records**
- The school's complaints procedures are available and made known to pupils, parents/carers, staff, referring Local Authorities and any other person or organisation wishing to make a complaint
- All new pupils, parents/carers and new staff are informed of the procedures as part of the induction process
- The Headteacher has responsibility for the operation and monitoring of this complaints procedure
- There is an adherence to the school procedures for responding to child protection concerns
- A copy of these procedures will be supplied on request.

Complaints by pupils:

Pupils are made aware that they can speak to any member of staff in or around school about any issues or worries. A flowchart is available in the Pupil Handbook (Appendix 1) and information is displayed around school to advise them what they should do or who they should speak to (adults in the education, care, therapy and pastoral teams), for example, about bullying. This flowchart was developed through the review of the school Anti-Bullying Policy and in consultation with the School Council.

Telephones

Each of the residential houses has a pay telephone that the pupils can access without having to gain permission from staff. All boys are aware of how to contact Childline, The Children's Commissioner (who promote the rights, views and interests of children in policies or decisions affecting their lives), the school's Independent Listener and Ofsted (the Office for Standards in Education) through information displayed around school and the Pupil Handbook. All pupils, day or residential can request to use a school telephone if they would prefer.

Ofsted contact details:

Contact the Ofsted helpline on 0300 123 1231, or email enquiries@ofsted.gov.uk

Independent Listener

Carole Wilkinson is our Independent Listener. She has over a decade of experience working with vulnerable young people as a teacher and manager of a PRU. The boys have the opportunity to speak to Carole about how they feel and any concerns or issues they have around safety, behaviour and their views and experiences of what life is like at The Grange. Pupils can email her directly or can arrange to make time to speak to her in person during her visit by speaking to the house Team Leader.

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Complaints by parents/carers

If a parent/carer has a complaint against The Grange they may initially wish to contact the school informally by telephone, by note or personally after making an appointment. The contact telephone number is 01664 454264. The school will endeavour to respond within 5 working days.

If the parent/carer is not satisfied with the outcome of the complaint they should write to the Headteacher. The Headteacher will investigate the complaint further and respond in writing within 15 working days.

Written complaints should be addressed to:

Ollie Sharp
Headteacher
The Grange Therapeutic School
15-17 Somerby Road
Knossington
Leicestershire
LE15 8LY
Email: office@knossington.rutland.sch.uk

If the complaint is against the Headteacher, the complaint should be addressed to:

Matt Storey
Executive Principal
Schools Division
Acorn Care & Education
1 Merchants Place
River Street
Bolton
BL2 1BX

Stage 1 complaint

A Stage 1 complaint is an informal complaint which could come from a pupil or their parent/carer. Anyone wishing to make a complaint will always be listened to and taken seriously.

A Stage 1 complaint will be responded to within 5 working days and at this stage the school will try to resolve the issue informally and immediately, whenever possible.

Informal complaint by a pupil:

- If it is considered appropriate by the Headteacher a pupil will be supported and encouraged to resolve any problems directly and immediately with the persons concerned
- If the pupil has asked an adult to act on their behalf the adult should speak to a senior member of management within the school (Headteacher, Head of Education, Head of Care, etc.).

Stage 2 complaint

When an informal Stage 1 complaint cannot be resolved to the satisfaction of the pupil (with an adult acting on their behalf) or a parent/carer the complainant will inform the Headteacher of this, in writing, and the complaint becomes a Stage 2 formal complaint.

The Headteacher will investigate the complaint further and respond in writing within 15 working days.

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Stage 3 complaint

If the complainant is still unhappy with the conclusion of the Stage 2 complaint they may wish to take their complaint further by contacting Matt Storey, Executive Principal. The procedure will continue as detailed in the point below;

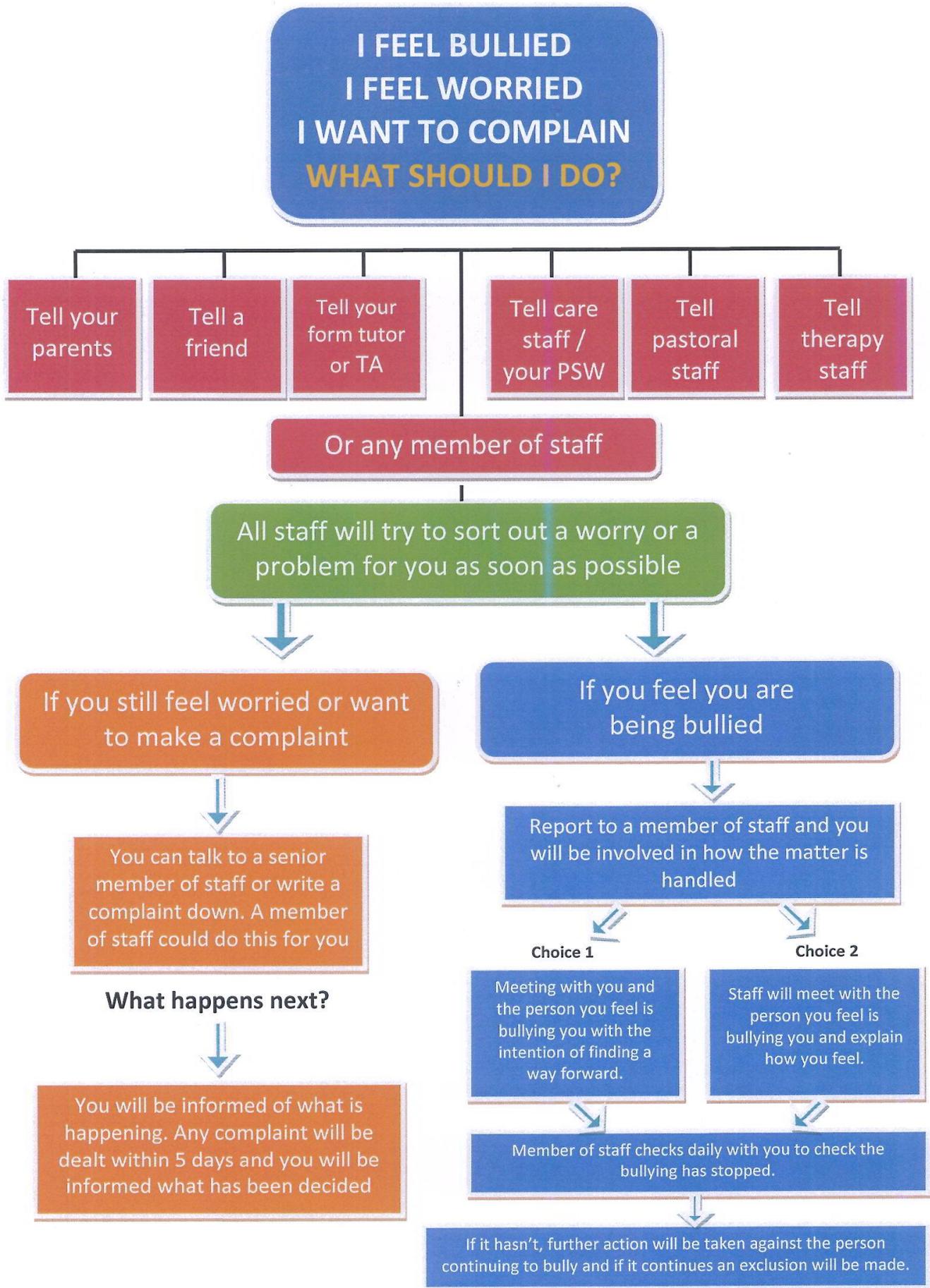
- If the complaint is about the Headteacher the pupil (or adult acting on their behalf) or parent/carer should contact Matt Storey, Executive Principal.

The complaint will be investigated by the HR Director of the school's governing body, Acorn Care and Education, and responded to within 15 working days.

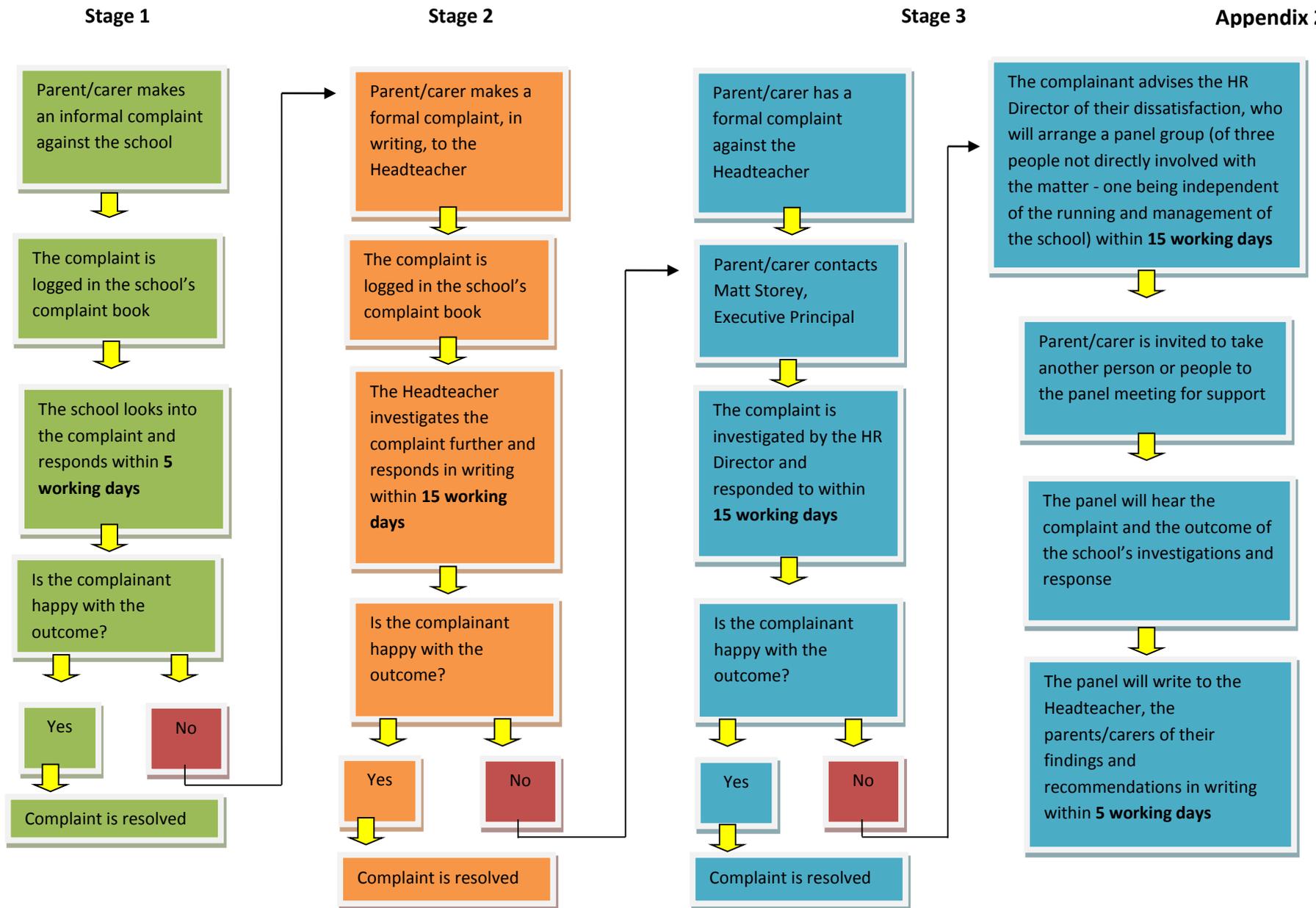
The Human Resources (HR) Director will investigate the complaint and respond within 15 working days. If the complainant remains dissatisfied with the outcome they should advise the HR Director of this, who will arrange a panel of three people not directly involved with the matter (one being independent of the running and management of the school).

The date of the panel meeting will be arranged to take account of the convenience of the parent/carer and the school and will take place within a time limit of 15 working days. Parents/carers will be invited to bring along another person or persons to support them at the panel should if they wish. At the meeting the panel will hear the complaint and the outcome of the school's investigations and response. Within 5 working days after the meeting the panel will inform the Headteacher, the parents/carers and, if appropriate the person they complained about, of their findings and recommendations in writing.

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