

The Constance Bridgeman Centre

Knowledge, Understanding, Opportunity

Complaints Policy 2022

Complaints Policy Review

This policy was reviewed and adopted at the management committee meeting on 29th November 2022

This policy is due for review in September 2024

Signature: *Tony Clayton*

Date 29/11/22

Headteacher

Signature: *Martin Sachs*

Date 29/11/22

Chair of Management Committee

Definition of terms:

This policy outlines the procedures that will be adopted by The Constance Bridgeman Centre (CBC) in the event it receives a complaint.

The purpose of this policy is to outline the procedures that will be adopted by the CBC in the event that it receives a complaint.

There will be many occasions when concerns can be resolved through the class teacher or secretary as a matter of routine. Where a complainant is dissatisfied after the initial contact and wishes to take the matter further, the first approach should be to advise the Headteacher who will initiate an investigation as appropriate. For serious matters the Headteacher may refer the matter directly to the Management Committee.

Complaints are deemed different from comments about the working practices of the Constance Bridgeman Centre. Complaints involve an expression of dissatisfaction or grievance or fault finding about an aspect of the day-to-day working of the Centre. The complaints policy is separate from existing grievance procedures for staff.

Introduction

The Constance Bridgeman Centre is committed to providing disaffected and challenging students with a high quality educational experience, which improves their life chances and helps them develop self-awareness and self-regulation. Fairness and justice are central to our work. We aim to work in a productive and positive partnership with all parents and carers. However, if a parent/carer feels that a situation has arisen that they are unhappy about, they have a right to make a complaint. All complaints made will be taken seriously and dealt with promptly and professionally.

In the event of a complaint being received concerning any aspect of the Centre's working practices the following procedure will be invoked.

1. Informal Complaints

We try to resolve any issue or concern informally where possible. If a parent/carer wishes to discuss a concern about an individual subject or a general or pastoral matter s/he is welcome to phone or make an appointment to see the relevant member of staff. If a complaint is made it will always be investigated thoroughly and the complainant will receive feedback, verbal or written.

2. Formal Complaints

Formal complaints must be received in writing with as much information and detail as possible about the item, incident or activity. The complaint must be addressed to the Head of Centre, clearly indicating that it is a complaint.

3. The Head of Centre will acknowledge receipt of the complaint in writing within THREE working days.

4. The background, cause, information and personnel involved will be investigated and further information gained regarding the complaint.

5. Complaints are to be considered fairly and quickly with the intention of satisfactorily resolving the issue, identifying the causes and symptoms and upholding or rejecting the complaint for the benefit of all involved.

6. A considered view on the complaint will be made by the Head of Centre in writing to the person who complained within TEN working days from the date of receipt, providing a full breakdown of all the information considered and the outcome, along with reasons as to why the complaint has been rejected or accepted.

7. Appeals

If the person complaining remains dissatisfied or aggrieved or wishes to appeal against the decision made or reasons given, then they should write to the Chair of the Management Committee, within TEN working days, once again giving full detailed information about the original complaint as well as reason for dissatisfaction with the initial decision. From then stages 2 – 6 above are repeated with the intention of finally resolving the matter to the satisfaction of the person or organisation complaining.

If the matter cannot be resolved as a result, then a complaint can be referred to the LA Education Department or direct to the Secretary of State for Education and Employment.

RECORDING

All complaints received are logged in the Centre office. It is important to log receipt of a complaint whether it is made in writing or orally and also to record the outcome of subsequent discussions/advice for future reference. Recording is also important for analysis purposes.

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