



ABBOT'S WAY SCHOOL

EXPLORE | DISCOVER | THRIVE

“Inspirational learning with a difference”

COMPLAINTS POLICY

Effective Date:	August 2021
Review Date:	August 2022
Version	1
Reviewed:	Gareth Wright / Hellen Lush

ABBOTS WAY

COMPLAINTS POLICY

CONTENTS

1. Introduction
2. Complaints procedure for current parents, carers, guardians or those with parental responsibility
3. Implementation, monitoring, evaluation and review

COMPLAINTS POLICY

1. Introduction

We recognise our duty under the Education Act 2002 to have in place a procedure to deal with complaints relating to the school and any services the school provides; and comply with The Education (Independent School Standards) Regulations 2019.

As an independent specialist school, Abbot's Way School follows the independent schools standards as set out by Ofsted.

Accessibility - This Complaints Policy will be well-publicised and provided in a different, more accessible format on request.

2. Complaints procedure for current parents, carers, guardians or those with parental responsibility

Any of the above may complain to the school if they are unhappy with any aspect of the education or care provided at Abbots Way School (telephone 01458 397497)

Note: the term 'current' could apply to someone with parental responsibility who raised a complaint whilst their child was still on the school roll but has since left.

All complaints are taken seriously and dealt with without delay and our aim is to resolve the complaint to the satisfaction of the complainant.

Any person who is the subject of a formal complaint will not be responsible for resolving or responding to it.

Any complaint concerning the Joint Heads should be referred to the Advisory Governing Body via Email: governors@abbotsway.co.uk

Stage One: Informal Resolution

Stage 1

Initially, any parent or carer should discuss their concerns with the member of staff most directly involved and, if not satisfied, discuss their concerns with a senior member of staff.

We expect the majority of concerns will be resolved in this way (and not recorded as a formal complaint). However if not resolved through discussion with staff the following formal procedure will be followed.

Stage Two: Formal Resolution

At this stage the complaint should be made in writing to a Joint Head. This will be acknowledged within 2 working days and a meeting will be arranged within 15 working days following this acknowledgement to allow time for a full investigation.

If the complaint is resolved at this stage it will be recorded in the 'Complaints Log Book' The Joint Heads will take all reasonable steps to resolve the complaint to the satisfaction of the complainant. Should this not happen, the complainant is entitled to take the matter forward to Stage 3.

*Working days are Monday to Friday during term-time.

Stage Three: Complaints Panel

At this stage the complaint will be considered by a panel of at least three people who were not directly involved in earlier consideration of the complaint including:

- A member of Abbots Way School's Leadership Team, or, if not appropriate a representative
- A representative of the Advisory Governing Body
- A person independent of the management and running of Abbots Way School, e.g. independent visitor/advocate, an officer of the local authority etc.
- If the complaint relates to a Head then they will be replaced on the panel by a second independent person.

Members of the panel must not have been directly involved in the matters detailed in the complaint. The panel will acknowledge the complaint within 5 working days and will then arrange a meeting within 10 working days.

The complainant may attend and could be accompanied by a friend, relative or Legal representation.

The findings and recommendations of the panel will be given to the complainant, a Joint Head or Chair of the Advisory Governing Body and where relevant the person complained against. The decision of the Stage Three Panel will be final.

If there have been failings by the school then urgent action will be taken to improve practice, services and outcomes, where appropriate.

When necessary, whether a complaint is upheld or not, feedback and “lessons learned” will always be brought to the notice of:

- The referring/placing authority
- Parents/carers
- Office for Standards in Education, ISI and Social Care

Complaints concerning allegations of child abuse and safeguarding will be referred to Children’s Social Care and the referring authority in accordance with our ‘Safeguarding and Child Protection Policy’.

All complaints and their outcome are recorded in the ‘Complaints Log Book’ which is kept in the Joint Head’s Office and is open to inspection by officers from placing local authorities, DfE and OFSTED Inspectors.

The written record will state whether the complaint was resolved following a formal procedure, or proceeded to a panel hearing, including details of any action taken by the school as a result of the complaint (regardless of whether the complaint was upheld) and the outcome of any investigation.

3. Implementation, monitoring, evaluation and review

The designated senior member of staff with overall responsibility for the implementation, monitoring and evaluation of the ‘Complaints Policy’ is the Head.

Additional support will also be provided to any parent or significant person, wishing to know more about the policy and procedures outlined above. A copy of this policy document is available for inspection on the premises during office hours and an electronic copy is posted on our website www.abbotswayschool.co.uk

All members of staff are informed about this policy during their induction and are reminded of the procedures as necessary.

This policy document will be reviewed and published in writing at least annually and, if necessary, more frequently in response to any significant incidents or new developments in national, local and organisational policy, guidance and practice.