



EDAC14 | Acacia School Complaints

Policy and Procedure

The aim of the document is to outline the procedure to enable resolution of complaints, both formal and informal, as quickly as possible, either through local resolution by a front-line member of colleagues, through colleagues who are empowered to deal with complaints as they arise in an open and non-defensive way, or through subsequent investigation and conciliation. It sets out a frame ()J0 Tw 3ylk (P (nd11(i)-46 (od no)2)-46 (3t5 (r)-51 (o)2 (na (s)-9 (t)-2.)-46 (365pTc 0.026 (j3s0uet-0.025o)2

3. Who Can Complain?

3.1 Complaints in scope

3.1.1 Complaints may be made by people who use, or have used, our services, their relatives, or representatives acting on their behalf, about issues affecting those we support, with their consent.

3.1.2 A complaint may also be made by a representative actin3.1oI0.027 Tw OT Tf-0.017 b16lhea-4

3.2.5 Anonymous complaints. However, where an anonymous complaint raises serious concerns of a safeguarding nature, the anonymous complaint will be dealt with via the whistleblowing procedure.

3.2.6 The complaint relates to matters that should be dealt with under other proceedings such as grievance, whistle-blowing or bullying and harassment.

3.2.7 The Complaints procedure is not for colleagues of the company. Colleagues who have complaints about other colleagues, support given to a person we support, Group services, or their own employment, should take forward their concerns through the relevant procedures for:

- Grievance ()
- Bullying and Harassment ()
- Whistle Blowing ()

4.3.2 Ensure all complaints received are investigated in accordance with the Duty of Candour and that investigation and responses are provided within agreed timescales.

4.3.3

4.4.10 Ensure that accessible information is available for people we support, letting them know how to make a complaint.

4.5 All colleagues

4.5.1 Have a responsibility to be aware of, and comply with, this Compliments and Complaints Policy and Procedure.

4.5.2 Must comply with the Duty of Candour at all times.

4.5.3 Must report any informal or formal complaint received to the **Headteacher**.

In following this procedure, all colleagues should ensure that:

4.5.4 All complainants are listened to and treated with respect and courtesy at all times.

4.5.5 Where possible, simple concerns or complaints are resolved at the earliest possible opportunity, at local level, making sure that complainants receive a full explanation with an apology where appropriate.

4.5.6 Letters of complaint, including emails, are immediately referred to the **Headteacher**.

5. Purpose

5.1.1 The policy is designed to ensure that the Group provides a timely and effective service to resolve complainants' concerns, support complainants and colleagues throughout the process, deliver a consistent approach across the Group, and have sound systems in place for learning lessons from complaints.

5.1.2 We are committed to respecting the human rights of service users and their circle of support, the princip1.4 (he)-211 (m) thencj(i)-46 (e)-27 (s003 Tw oivht)-22-27 (a/B003 Tw oivht)-22-27 (a/B003 Tw

- The lessons learned in complaints resolution will be used to improve services for people we support, and to inform colleagues professional development.
- People we support and their circle of support should be able to complain without fear of being discriminated against or adversely impacted as a result of making a complaint.

6. Serious Complaints

6.1.1

7.1.2 Those raising issues should be encouraged to speak openly about their concerns and reassured that what their feedback will be treated with appropriate confidence and will not affect any support given. Any comments or expressions of dissatisfaction should be listened to sympathetically. It should always be the aim of colleagues to resolve concerns promptly so that the experience of those who we support is not diminished.

7.1.3 Colleagues who are unable to resolve the matter themselves should refer them to the **Headteacher**. This is the most appropriate route for concerns and issues that do not indicate serious misconduct/negligence, or which do not raise concerns in relation to safeguarding children or vulnerable adults. Where colleagues are unable to resolve the complaint, the complaint is very

8.1.2 Where the person we support or other complainant needs or wants objective/confidential support to do this, from outside of the Group, they should be provided with

- Make findings, recommendations and detail action taken, which are provided to the complainant and, where relevant, the person complained about; and are available for inspection on the premises, by the Group and the Headteacher.

9.1.2 If, after the panel review, the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education (see [Appendix 1](#)). The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by the School. They will consider whether the School has adhered to education legislation and any statutory policies connected with the complaint.

10. Timescales

10.1.1 Day 0 - Complaint received

The **Headteacher** will:

- Forward a copy of the complaint to the **Group Executive Education Lead**.
- Record the complaint on the Radar system.
- Arrange to meet with the complainant, where appropriate.

10.1.2 By Working Day 3

The **Headteacher** will:

- Acknowledge the complaint by letter.
- Send a copy of the complaints acknowledgement letter
- Upload a copy of the acknowledgement letter onto the Radar system.
- Determine the proposed plan for investigation and resolution, and set this in motion.

620 y 3] 14321710(s) By Working Day 3

11.

12. Linked Documents

12.1 Kisimul Policies

12.1.1 HR04 Kisimul Group Grievance Policy and Procedure

12.1.2 HR09 Kisimul Group Whistleblowing Policy and Procedure

12.1.3 HR10 Kisimul Group Dignity at Work Policy and Procedure

12.2 Legislation

12.2.1 The Independent School Standards 2019

12.2.2 Metal Capacity Act 2005

Appendix 1 – Important Contacts

Role	Name	Contact
Headteacher	Paul Fowler	01522 868 279
Group Executive Education Lead	Paul Routledge	01522 868 279
Director of Operational and Practice Performance	Nicola Cooper	01522 868 279
Department for Education	http://www.education.gov.uk/contactus	

Document Change Log

The Change Log is a register of all authorised changes made to this document.