



# EDLN14 Lincs School Complaints Policy and Procedure

## Document Information

Document:	EDLN14   Lincs School Compliments and Complaints Policy and Procedure
Division:	Education
Document owner position: Group Executive	

# Contents

Contents.....	3.....
1. Introduction.....	3.....

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 different member of colleagues, through colleagues who are



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, whistleblowing 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. Roles and Responsibilities

### 4.1 The Chief Executive Officer

Has overall responsibility for ensuring compliance with national and local standards that are reflected in the organisation's policies. The Chief Executive Officer is accountable for the Group complaints arrangements, and delegates this responsibility to the Managing Director and Director of Operational and Practice Performance

### 4.2 Director of Operational and Practice Performance

4.2.1 Is the Executive strategic lead for complaints management.

4.2.2 Ensures effective systems are in place across the Kisimul Group for the management of complaints in line with national standards.

4.2.3 Monitors complaints response timescales, and reviews themes and trends from complaints within the formal governance structures, to ensure learning is captured and acted upon as appropriate.

4.2.4 Works with the Group Executive Education Lead to convene a panel review in the event of a complainant being dissatisfied with a written response to a formal complaint.

4.2.5 Escalates concerns to appropriate parties and the Board.

### 4.3 Group Executive Education Lead

4.3.1 Ensure effective systems are in place for the management of complaints in line with national standards at Lincs School and other Kisimul Group schools

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



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- 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

## 11. Governance and Learning from Complaints

11.1.1 The complaints process aims to ensure that learning from feedback is used improve the quality of services provided by the Group. The timely and appropriate dissemination of learning from complaints is essential to ensuring participation in the learning process and improved care.

11.1.2 Complainant's satisfaction regarding the quality of the response, the efficacy of how their complaint was handled, and subsequent action taken in response to the concerns they raised is subject to annual audit.

11.1.3 Data with regard to complaints, and how they have been handled and responded to, will be reviewed within the education governance meetings and reports, and Practice Effectiveness



## Appendix 1 –Important Contacts

Role	Name	Contact
Headteacher	Paul Fowler	01522868 279
Group Executive Education Lead Director of Operational and Practice Performance	Paul Routledge	01522868 279

