

## **Complaints Policy and Procedure**

### **Aims and Objectives of This Policy**

Pollyteach is committed to providing a quality service to its students and working in an open and accountable way with parents/carers, and other professionals. We recognise the value of feedback to improve the quality of what we do. We aim to respond positively to complaints and to put mistakes right. Our plan is to deal with the complaint and if appropriate put things right.

### **Principles**

We will:

- treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- deal with complaints promptly, politely and, when appropriate, confidentially
- respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- make information available to students and parents in writing.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred.
- to resolve the issue.

An informal approach is appropriate when it can be achieved. However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Responsibilities of Pollyteach**

We will:

- acknowledge the formal complaint in writing
- respond within a stated period of time (three days)
- deal reasonably and sensitively with the complaint
- take action where appropriate.

Panel Hearing (Where a complainant is not satisfied with the decision 7 days)

- Ensure that, where appropriate, a panel hearing is convened with the proprietor and three people not directly involved in the matters detailed in the complaint (one person completely independent of the provision).
- The Parent / person to attend the panel hearing should they wish. They can be accompanied.

- That the findings of the panel are written and shared with the complainant and where appropriate shared with the person complained about as well as a copy stored for inspection at the provision.
- To keep a record of all complaints and whether they are resolved or were dealt with by the panel process and the result of the complaints (regardless of whether they are upheld), including the actions taken.
- All correspondence is stored confidentially and available to the secretary of state or OFSTED to view.
- Resolve the issue.

### **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and ALT maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

### **Formal Complaints Procedure**

#### **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to us so that we have a chance to put things right.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

#### **Please write to:**

Ellie Wood (Head Teacher)  
 Pollyteach  
 The Elms  
 Portland College  
 Nottingham Road  
 Mansfield  
 NG18 4TJ  
 Email: [office@pollyteach.com](mailto:office@pollyteach.com)

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

#### **Stage 2**

If you are not satisfied with the response to the complaint, then you should contact the Panel convened to deal with your complaint connected with Pollyteach. This information and contact details will be included in the response at Stage 1. The complaint will then be handled in accordance with the provisions or agency's complaints procedure.