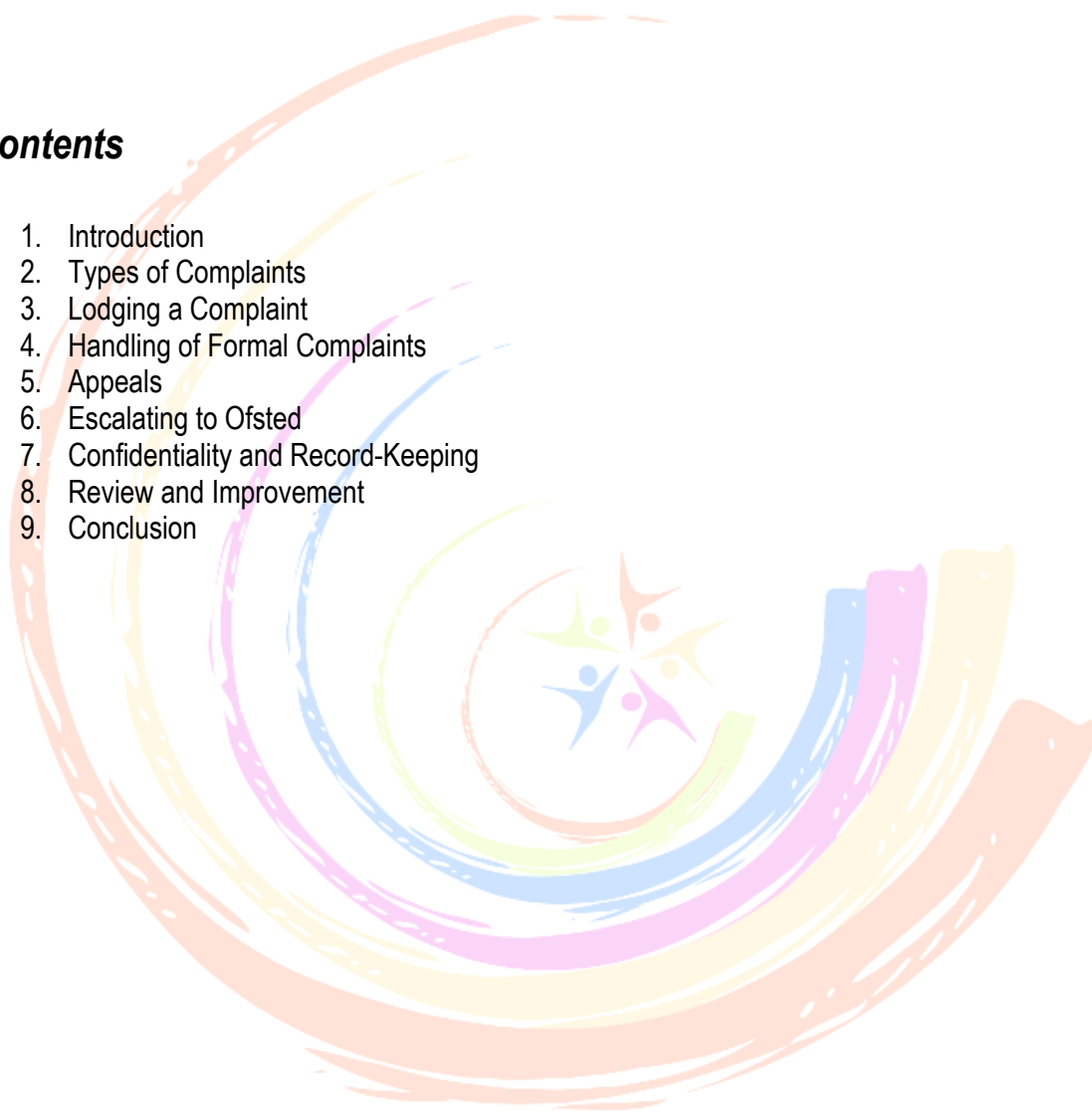




# Complaint Policy

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## 1. Introduction

At HOPECFI SEND Alternative Provision, we value feedback from our children, parents/carers, staff, and stakeholders. We understand that complaints may occasionally arise, and we are committed to addressing them promptly and effectively.

This Complaint Policy outlines our procedures for receiving, handling, and resolving complaints fairly and transparently.

This policy applies to all students, parents/carers, staff, contractors, and stakeholders associated with HOPECFI SEND Alternative Provision. It covers complaints related to any aspect of the provision's services, operations, or interactions.

### **The objectives of this policy are to:**

Provide a clear and accessible process for lodging complaints.  
Ensure that complaints are handled promptly, fairly, and impartially.  
Encourage open communication and constructive feedback.  
Identify opportunities for improvement based on feedback received.

## 2. Types of Complaints

Complaints may relate to various aspects of the provision, including but not limited to:

Quality of education, care and support services.  
Conduct of staff members or children.  
Facilities and resources.  
Communication and information provided.  
Policies and procedures.

## 3. Lodging a Complaint

### **Complaints can be lodged through the following channels:**

Informal Complaints:

Individuals are encouraged first to attempt to resolve issues informally by discussing concerns with the relevant staff member or supervisor. Many complaints can be resolved at this stage through open dialogue and clarification.

Formal Complaints:

If the issue remains unresolved or if the individual prefers to escalate the matter formally, they may submit a written complaint using the designated complaints form available on the provision's website. The complaint should clearly outline the nature of the concern, relevant details, and desired outcome.

## 4. Handling of Formal Complaints



## **Upon receipt of a formal complaint, the following steps will be taken:**

### **Acknowledgement:**

The provision will acknowledge receipt of the complaint in writing within five working days.

### **Investigation:**

An impartial investigation will be conducted to gather relevant information and evidence related to the complaint. This may involve interviewing parties involved, reviewing documentation, and consulting relevant policies and procedures.

### **Resolution:**

We will endeavour to resolve the complaint fairly, considering the nature of the complaint and the desired outcome of the complainant within thirty calendar days of receipt of the formal complaint. This may involve implementing corrective actions, providing explanations or apologies, or offering alternative solutions.

If we are unable to reach a decision within thirty calendar days, we will communicate with the complainant to explain the delay and provide them with a new deadline.

### **Communication:**

Throughout the process, the provision will maintain open communication with the complainant, providing updates on the progress of the investigation and any proposed resolutions where necessary.

## **5. Appeals**

If the complainant is unsatisfied with the outcome of the complaint process, they may request a review or appeal of the decision. The appeal should be submitted in writing to the manager within ten days of receipt of the complaint outcome. The appeal will be reviewed by the panel of Leadership, Management, trustees, governors and Directors, and a final decision will be communicated to the complainant.

## **6. Escalating to Ofsted**

Ofsted, as the Office for Standards in Education, Children's Services and Skills, plays a crucial role in handling complaints about provisions within the education and children's services sector.

## **Here's an outline of Ofsted's role regarding complaints about a provision:**

### **Investigation and Evaluation:**

If a complaint is made about a provision, Ofsted may investigate the matter to determine whether there are any concerns about the quality of education, care, or safeguarding provided by the provision. This investigation may involve gathering evidence, conducting interviews, and reviewing documentation.



Ofsted does not conduct investigations into individual complaints lodged with them. Instead, they focus on assessing whether the provider is meeting statutory requirements.

#### Regulatory Compliance:

Ofsted ensures that provisions comply with relevant regulations, standards, and statutory requirements. If a complaint raises concerns about non-compliance with regulations, Ofsted may take appropriate action, such as conducting inspections or issuing enforcement notices.

#### Quality Assurance:

Ofsted assesses the quality of education and care provided by provisions through regular inspections and evaluations. Complaints may contribute to this assessment process by providing additional insights into the provision's performance and areas for improvement.

#### Safeguarding Oversight:

Ofsted has a responsibility to ensure that provisions safeguard and promote the welfare of children and young people. Complaints alleging safeguarding concerns are taken very seriously, and Ofsted may intervene to address any identified risks to children's safety and well-being.

#### Transparency and Accountability:

Ofsted aims to maintain transparency and accountability in handling complaints about provisions. This includes providing clear information to complainants about the complaints process, timelines for resolution, and the outcomes of any investigations or actions taken.

#### Continuous Improvement:

Ofsted uses information from complaints, along with other sources of feedback and data, to inform its regulatory activities and drive continuous improvement in the education and children's services sector. Patterns or trends identified through complaints may prompt further scrutiny or policy changes to address systemic issues.

#### Public Confidence:

Ofsted's role in addressing complaints contributes to maintaining public confidence in the quality and safety of provisions within the education and children's services sector. By responding effectively to complaints, Ofsted demonstrates its commitment to upholding standards and ensuring the well-being of children and young people.

Overall, Ofsted's involvement in handling complaints about provisions reflects its broader mandate to regulate, inspect, and improve the quality of education, children's services, and skills provision in England.

#### How to contact Ofsted:

Click on the link below for more information:

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>



## **7. Confidentiality and Record-Keeping**

All complaints will be handled with confidentiality and sensitivity, with information disclosed only to individuals directly involved in the investigation and resolution process. Records of complaints and their outcomes will be maintained securely and in accordance with data protection regulations.

## **8. Review and Improvement**

This policy will be reviewed periodically to ensure its effectiveness and relevance. Feedback received through the complaints process will be used to identify areas for improvement and inform changes to policies, procedures, and practices.

## **9. Conclusion**

HOPECFI SEND Alternative Provision is committed to addressing complaints timely, fairly, and transparently. We encourage open communication and feedback from all parents, staff and stakeholders to help us continuously improve our provision and services.

