RHODES WOOD HOSPTIAL SCHOOL

COMPLAINTS POLICY

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Ratified by: **KATH MURPHY, CHAIR OF THE MANAGEMENT COMMITTEE**

Elysium Children and Education is committed to promoting equality in all its activities. We aim to provide an environment free from discrimination and unfair treatment.

1. Introduction

This document is produced for Rhodes Wood Hospital School (RWHS), a division of Elysium Healthcare. RWHS wishes to work with all its stakeholders in order to promote the achievements and progress of young people and to address and resolve concerns.

RWHS will respect your views and will take your opinions and concerns seriously. We hope to resolve concerns and difficulties informally whenever possible. However, when this is not possible and a complaint is made, the complaint will be dealt with as fairly and quickly as possible.

2. Dealing with concerns

If you have any concerns, please tell us as soon as possible. You can speak to a member of staff or directly to the Head Teacher. Every effort will be made to understand your point of view and to find a solution.

We will respond to your concern within 24 hours with a telephone or email conversation or by setting up a face-to-face meeting with you within 7 working days of hearing your concern. You are very welcome to bring a friend or relative to any face-to-face meeting regarding your concern.

We aim to deal with your concern within 14 working days of first hearing it and if this is not possible, we will inform you of what has happened, why the concern cannot be dealt with within 14 working days and what the timeframe will be for dealing with the concern.

It is important that you feel satisfied with the outcome of having raised a concern and in most circumstances, we hope this will be the case. However, if you are not satisfied with the response you receive within 14 working days, please see what you can do below.

If your concern is about the Head Teacher please contact the Chair of the Head of Education: Nick Rose Nrose@elysiumeducation.co.uk.

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3. Making a complaint

If you are dissatisfied with the response or outcome of having raised a concern or if you donot wish to discuss the matter informally you can make a formal complaint, in writing, to the Head Teacher. Please ask for help to write the letter if you wish as we canprovide someone who will assist you with this.

If your complaint concerns the Head Teacher, you can send your letter of complaintto the Chair of the Management Committee (contact details above).

We will send you a written acknowledgement of your complaint within 3 working days ofits receipt. You will be invited to a meeting within 7 working days to discuss your complaintface-to- face and you may bring a friend or relative to this meeting to support you if youwish.

The Head Teacher will conduct a full investigation intoyour complaint and may interview any members of staff or any young people involved. We aim to complete this process within 14 working days of first receiving your written complaint and if this isnot possible you will be notified, given the reason for the delay and the expected timeframe for an outcome.

4. If you are still unhappy

Every effort will be made to resolve your complaint to your satisfaction within the 14- w o r k i n g day period. However, if you are unhappy about the outcome of the investigation or the wayin which your complaint has been dealt with you should contact Kath Murphy, Chair of the Management Committee (email address above) and ask for the matter to be considered further.

You will receive a response in writing within 5 working days of receipt of your complaint.

The Chair may decide to organise a panel of at least 3 people to hearyour complaint and how it has been dealt with so far. If so, the people on the panel will nothave been previously involved in dealing with your complaint. At least one of the three panel members will be an appropriate professional person who is independent of themanagement and running of the school. The hearing will take place within 10 working days of receiptof your written request to give further consideration to yourcomplaint.

Please read below more details about each stage of this complaintsprocedure.

5. Complaints Procedure

5.1 Step 1: Resolving concerns informally

Please discuss your concern either with a staff member or the Head Teacher. You will be advised about your right to make a complaint and be given a copy of this procedure if you do not already have it.

We will respond to your concern within 24 hours with a telephone or email conversation or by setting up a face-to-face meeting with you within 7 working days. You are very welcome to bring a friend or relative to any face-to-face meeting regarding your concern.

The staff member or Head Teacher will listen to you, try to understand your concerns and do everything possible to resolve the situation quickly and fairly within 14 working days.

If the staff member cannot help, they will take all the details and discuss the matter with the Head Teacher who will do everything possible to resolve the concern to your satisfaction within 14 working days.

If the concern is about the Head Teacher, the concern should be discussed with the Chair of the Management Committee who will do everything possible to resolve the situation to your satisfaction within 14 working days.

If you remain dissatisfied with the outcome you have the option to make a formal complaint in writing. You should do this within 10 working days after hearing the outcome of your concern.

5.2 Step 2: Making a Formal Complaint to the Head Teacher

If you wish to make a formal complaint you should do so in writing to the Head Teacher or to the Chair of the Management Committee if your complaint is about the Head Teacher. We can provide someone to help you write the letter if you wish.

Your letter of complaint will be acknowledged in writing within 3 working days of its receipt. A copy of this complaints procedure will be enclosed with that letter.

Your complaint will be dealt with as fairly as possible.

You will be invited to a meeting within 7 working days to discuss your complaint and you can bring someone with you to this meeting if you wish. The Head Teacher can also invite an appropriate person to the meeting if they wish.

The Head Teacher will require as much information as possible about the complaint. They will wish to establish what has happened so far, who has been involved and what remains unresolved. They may ask you to give more details about the complaint and to say what you feel would put things right and they may interview anyone who has been involved.

If young people have to be interviewed during the investigation of your complaint, we would do so with either a parent or carer present or with a suitable member of staff.

The Head Teacher will keep written, signed and dated records of all meetings, telephone conversations and actions as well as any other relevant documentation.

When all the relevant facts have been established you will be sent a written response to your complaint. This will provide a full explanation of the Head Teacher's decision and an explanation of how this decision was made. It will explain whether any actions will be taken and, if so, what these will be. This letter will be sent to you within 14 working days of having received the written letter of complaint. If this is not possible you will be informed of the reason for the delay and given the timeframe for an outcome to your complaint.

You may be invited to attend a meeting to discuss the decision and any follow-up actions. If so, you can bring someone with you to the meeting if you wish.

We hope that this process will result in you feeling satisfied that your complaint has been resolved in full and that no further action will be necessary, in which case the complaint will be closed

If you are not satisfied with the outcome of your complaint you can proceed to Step 3 below

5.2.1 Closure of complaints

When a complaint has been dealt with and you are satisfied with the outcome, the complaint will be closed.

If you are not satisfied you may proceed to Step 3 below, a panel hearing. However, on some occasions, Elysium Children and Education may decide that everything possible has been done to resolve the complaint and that it would not help matters to arrange a panel hearing. When this is the case, the complaint will be closed, and no further investigation will take place.

5.3 Step 3: Referral of a Complaint to the School Proprietor: A Panel Hearing

This is the final step of our school-based complaints procedure. If you have had a complaint investigated at Step 2 and you are dissatisfied with the outcome you can ask for your complaint to be given further consideration. This request should be made in writing to Elysium Children and Education within 10 working days of you having received the outcome of your complaint at Step 2 of the procedure. This should be addressed to Kath Murphy – details above.

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Elysium Children and Education will acknowledge your written request for further consideration of your complaint within 3 working days of its receipt informing you whether or not a panel hearing will be organised.

If a panel hearing is organised this will be scheduled to take place within 10 working days of receiving your written request for further consideration of your complaint. You will be consulted about the exact time and date to make sure that you are able to attend. You will be able to bring a friend or relative with you to support you at the panel hearing if you wish to do so.

Elysium Children and Education with the support of Elysium Healthcare, will appoint a panel of at least 3 people who have no previous knowledge of your complaint. One of the panel members will be an appropriate professional person who is independent of the management and running of the school.

- The members of the panel will elect a chairperson.
- The purpose of the panel hearing is to resolve the complaint and to achieve reconciliation between you and the school.
- You will have the opportunity to present your complaint.
- The Head Teacher will explain the school's position.
- The panel will ask questions.
- You will be asked to make a final statement.
- The Head Teacher will be asked to make a final statement.
- You will be asked if you feel you have had a fair hearing.
- Minutes of the meeting will be taken.

The Chair of the panel will explain that the panel will think about everything that has been said and make a decision. You and the Head Teacher and anyone else who is not on the panel will be asked to leave the meeting at this stage.

The panel will then consider the complaint and all the evidence. They will:

- Agree a decision about the complaint
- Decide whether there is any appropriate action that should be taken to resolve the complaint.
- If appropriate, recommend any changes that could be made in the school to ensure a similar problem does not arise in the future.

A written statement which sets out the decision of the panel will be sent, within 10 working days of the panel hearing, to you, the Head Teacher, the School Proprietor and, where relevant, the person complained about. You will be informed of how to proceed with your complaint should you wish to do so.

5.4 Step 4: Refer to the Director of Policy and Regulations or the Chief Executive Officer, Elysium Healthcare

It is our intention to resolve all complaints to your satisfaction within the school but if you remain dissatisfied with the outcome of your complaint after it has been considered by a panel set up by Elysium Children and Education, you can refer your complaint to senior members of staff within Elysium Healthcare: to Joy Chamberlain, Chief Executive Officer, joy.chamberlain@elysiumhealthcare.co.uk

6. Keeping Record of Complaints

Written records will be kept of all complaints and their outcomes, including the stage in which they were resolved.

All written records will be kept confidentially by the Head Teacher in the school's Complaints Folder. They will be separate from any young person's personal record.

The school Complaints Folder will be audited annually by the Head Teacher and the school Proprietor will be sent a copy of this audit report.

The School Complaints Folder will be available for scrutiny at Ofsted inspections and will be made available to the Registration Authority on request

Template Log

Date	Complainant Name	Summary of complaint	Resolved at Step 1	Resolved at Step 2	Resolved at Step 3	Resolved at Step 4	Outcome(s)

Appendix 1

Notification of Formal Complaint

Name of the pupil to whom the complaint relates: ……

Name of the parent/guardian making the complaint: …….

Details of Complaint (Please be as specific as possible)

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(Please attach a continuation sheet if required)

What would you like to see done to resolve your complaint and bring the matter to an acceptable close?

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Signed …… Date ……..