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Lead Officer:	Darryl Holdcroft
Ratified by:	Sharon Donaldson

Version Control Table		
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Complaints Procedure

Introduction:

Park Lodge School (PLS) wishes to work with all its stakeholders to promote the achievements and progress of young people and to address and resolve concerns.

PLS 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.

Concern Reporting:

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 record your point of view. 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 time frame 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 Hospital Director and Member of the advisory board Sharon Donaldson on:

Sharon@arcadiacare.co.uk

Making a complaint:

If you are dissatisfied with the response or outcome of having raised a concern or if you do not 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 can provide a person who will assist you with this. We will send you a written acknowledgement of your complaint within 3 working days of its receipt. You will be invited to a meeting within 7 working days to discuss your complaint face-to-face and you may bring a friend or relative to this meeting to support you if you wish.

The Head Teacher will conduct a full investigation into your 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 is not possible you will be notified, given the reason for the delay and the expected timeframe for an outcome.

If you are unsatisfied with the outcome:

Every effort will be made to resolve your complaint to your satisfaction within the 14 working day period.

However, if you are unhappy about the outcome of the investigation or the way in which your complaint has been dealt with you should contact Sharon Donaldson Sharon@arcadiacare.co.uk, Safeguarding lead of the advisory board, 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 take your complaint to panel of at least 3 people to hear your complaint and how it has been dealt with so far. If so, the people on the panel will not have 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 the management and running of

the school. The hearing will take place within 10 working days of receipt of your written request to consider your complaint.

Complaints procedure:

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 advisory board 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.

Step 2: Making a Formal Complaint

- If you wish to make a formal complaint, you should do so in writing to the Head Teacher or to the Chair of the advisory board 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 complaint's procedure will be enclosed with that letter. 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 must 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 time frame 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.

Step 3: Referral of a Complaint to the School Proprietor

- 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 Park Lodge School within 10 working days of you having received the outcome of your complaint at Step 2 of the procedure. This should be addressed to Sharon Donaldson – details above.
- Park Lodge School 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.