

Version	Date	Updated by
1.0	Aug 2016	Norman Chessman
1.1	Aug 2018	Cate Tumman
1.2	Aug 2020	Cate Tumman

# The PLACE Independent School Child Friendly Complaints Procedure

The PLACE Independent School adopts an approach of good practice in dealing with concerns and complaints to improve our service to young people, their families, and local authority's that have commissioned our service.

#### **Procedure**

Learners are actively encouraged to participate and contribute to activities through meetings, key work sessions and feedback forms.

The PLACE Independent School also encourages learners to discuss staff practices through these meetings in order to avoid tensions building up between learners and staff.

The PLACE Independent School encourage the participation in the student council to ensure the student voice is heard.

#### What do we mean by a complaint?

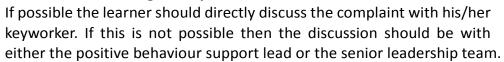
A complaint is a statement from someone that he/she is not happy about the service provided to him/her by The PLACE Independent School and would like this to be improved.

#### The complaint may be about:

- The behaviour of a staff member
- The behaviour of other children and young people in the group
- The level of service received
- The type of service received
- Being refused a service altogether
- The building or facilities
- Written information
- A child/young person feeling that he or she has been treated unfairly or in a way that is discriminatory
- A specific activity or outing
- Anything else related to the service provided by The PLACE Independent School

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#### **Procedure for making a complaint**





The keyworker or manager will, in the first instance, try to resolve the matter informally. This is often possible and can mean that the problem is resolved simply and more quickly.

Child friendly complaint forms are available on sharepoint to be downloaded if needed. (Appendix 1) Upon the start of the provision the leaners are introduced to this form and advised of their right to complain.

If possible, the learner should complete this form and hand it into a member of staff alternatively they can place it in the suggestion box in the school hall (either site). If the learner needs assistance in completing the form staff should make themselves available for support. Staff should remain impartial and non-judgmental throughout this process.

The complaint will be logged in the complaints log and given to the Head Teacher within 24 hours.

If the complaint can be dealt with immediately the Head Teacher will make their recommendations and respond immediately. If the learner is happy with the response they will be asked to sign the complaint log and a copy of both the complaint and response will be put on their file.

If not the Head Teacher will then acknowledge the complaint within two working days by sending a brief letter to:

- Thank the complainant for getting in touch
- Express regret that a complaint has been necessary
- Assure him/her that the matter will be investigated
- Explain when the manager will next be in contact
- Make any temporary arrangements that may be necessary pending the outcome of the investigation into the complaint.

If further investigation is needed the Head Teacher will follow The PLACE Independent School Complaint and Compliments Procedure.

The social worker/placing authority, IRO, and where applicable, the parents need to be made aware of all complaints. It is the Head Teacher's responsibility to ensure all relevant people are informed.

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## Appendix 1

### **Learners Complaint Form**

What is your nam	ie?			
What is the date?	)			
What is the time?	)			
Can you please gi	ve a			
description of wh	at you are			
complaining abou	ıt -			
What would you I happen?	ike to			
		Sad	upset	
How does this cor	•		worried	
you feel? (please	circle)	List own wo	rds:	
Date and Time re	ceived			Person receiving the
				complaint
Manager/s record	d of action take	en 		
NB: If the complete abuse refers to lead to the lead of the lead o	ocal safeguard tes to an alleg orks with child	ding team. gation of abu	se or harm by	
What have you do	one to try and	resolve the co	omplaint?	
When?				
With whom?				
Outcome:	Record the ou	utcome of the	process	

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Do you feel the	
complaint is	
now resolved	
(record why)?	
Yes/No	
Signed:	
Date:	

Keep a record on the child's file and in the complaints record file.

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