

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 strongly supports the use of external advocates or independent persons to carry forward the complaints of learners so that their wishes and feelings can be 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

Procedure for making a complaint

If possible the learner should directly discuss the complaint with his/her keyworker. If this is not possible then the discussion should be with the senior leadership team.

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 learners 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. 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.

Policy Date Aug 2022

Review Date Aug 2023

Appendix 1

Learners Complaint Form

| | | |
|--|-----------------------------------|--------------------------------|
| What is your name? | | |
| What is the date? | | |
| What is the time? | | |
| Can you please give a description of what you are complaining about - | | |
| What would you like to happen? | | |
| How does this complaint make you feel? (please circle) | Sad | upset |
| | | worried |
| | <i>List own words:</i> | |
| Date and Time received | | Person receiving the complaint |
| Manager/s record of action taken | | |
| NB: If the complaint relates to an allegation of harm or abuse refers to local safeguarding team. If complaint relates to an allegation of abuse or harm by | | |
| What have you done to try and resolve the complaint? | | |
| When? | | |
| With whom? | | |
| Outcome: | Record the outcome of the process | |
| Do you feel the complaint is now resolved | | |
| (continued) | | |
| Signed: | | |
| Date: | | |

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