



Valence School

Complaints Procedure

Reviewed 11th October 2016

Complaints Procedure

Students and parents/carers and staff have the right to expect that we will try to provide the best possible service for them. For a variety of reasons things can sometimes go wrong. We will always try to put things right.

The school follows a three-stage approach to resolving complaints.

1. Problem solving
2. Formal complaint
3. External Procedure

Problem Solving

Complaints are often due to misunderstandings. Please tell someone at the school what the problem is and how you think it can be resolved. We will try to find a solution to the problem in a way that is acceptable to all the people involved. Many problems can be resolved in this way, however if it is not possible to resolve your complaint in this way then you may wish to invoke the formal complaints procedure.

Formal Complaint

You can make a formal complaint in writing. This complaint will be investigated and you will be informed of the outcome.

The complaint will be investigated by one of the following people depending on the nature of the complaint:

Principal
Head of Teaching and Learning
Head of Social Care and Student Support
Head of Residential Care
Assistant Principals
HR Manager
Business Management Manager

(Employees of the Kent Community Health NHS Trust will need to follow the procedure set out by their employers.)

The Governing Body will investigate any complaint against the Headteacher. Any complaints of this nature should be addressed to the Chair of Governors.

We will normally respond to your complaint within two working weeks for each stage of the process except when the external procedure is invoked where alternative time scales may apply. You will receive a response in writing.

If you are dissatisfied with the outcome you can ask for the Governing Body to review the complaint.

Records will be kept by the Head of Residential Care of all complaints made by students and parents/carers so that we can plan our services more effectively. A designated School

Governor will evaluate these records and monitor the outcomes of any complaints three times a year. A written report will be made to the Social Care and Student Support Committee of the Governing Body on a termly basis.

Records of complaints in relation to staff will be kept in personnel files and a written report will be made to the Staffing Committee of the Governing Body three times a year.

Grievance Procedure for Staff

Where a complaint relates to matters associated with an individual's employment, there is a grievance procedure for staff as outlined by KCC and is available from Human Resources.

External Procedure

If the internal process has not resolved the complaint to your satisfaction you may wish to involve an external body to review the issues. Action for Children Independent Representation and Complaints Service provides independent advice for students and parents. Other organisations have also acted as reviewers of complaints and the school welcomes any source of independent advice that would lead to a successful conclusion.

Staff may wish to involve professional associations or unions in assisting in the resolution of complaints.

Our complaints procedure does not preclude students or parents/carers going to the statutory agencies such as the Local Authority, Kent Community Health, Social Services, or Ofsted in order to pursue their complaint. The School will notify the appropriate statutory agencies of serious complaints.

Addresses

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614
Text: callback to 07624804299
Email: advice@LGO.org.uk

Ofsted
Tel: 0300 123 1231
Email: complaints@dcf.gov.uk or enquiries@ofsted.gov.uk