

# Hope House School & Vacation Centre

Transforming the lives of children living on the Autistic Spectrum

## COMPLAINTS PROCEDURE

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Responsible Organisation: Hope House School  
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### Version 1

#### Signed:

\_\_\_\_\_  
Terri Westmoreland

Hope House School, Barnby Road, Newark, NG24 3NE

This policy has been read and signed on behalf

of the Directors of Hope House School by \_\_\_\_\_

#### Version Control Sheet

Version:	Date of issue:	Date of revision:	Used by:
1	June 2010	June 2010	Terri Westmoreland
2	June 2010	June 2012	Terri Westmoreland
3	June 2012	June 2013	Terri Westmoreland
4	June 2013	June 2015	Terri Westmoreland
5	June 2015	June 2017	
6			

## **Introduction**

This Complaints Procedure is produced to be read by all members of staff and volunteers at Hope House School who should then follow the Protocols issued as guidance.

The School is required under the Education (Independent School Standards) Regulations 2003 to formulate a complaints policy and procedure and make it available to parents.

Hope House prides itself on the quality of the teaching and the pastoral care provided for children and young people. However, if parents do have a complaint, they can expect it to be treated seriously by Hope House in accordance with this policy.

The procedure follows three stages, each stage being more formal than the last. However, it is not intended to be so formal as to involve any legal representation, this would not be appropriate at this level. We will make every effort to resolve any complaint before it passes beyond Stage 1.

Should you have cause to use the procedure the Principal, Members of the Board of Representatives and staff should be contacted through the School as below:

Hope House School  
Barnby Road  
Newark  
Notts  
NG24 3NE

Telephone                      01636 700380  
E mail                            [enquiries@hopehouseschool.co.uk](mailto:enquiries@hopehouseschool.co.uk)

## **Procedure**

### **Stage 1**

Informal Resolution - It is hoped that any complaints and concerns will be resolved quickly and informally at this stage.

If parents have a complaint they should, in the first instance, contact the Pupil Manager. In most cases, the matter will be resolved to the parent's satisfaction straightaway. If the Pupil Manager cannot resolve the matter, it may be necessary for the parent and class teacher to consult the Principal.

Concerns of a confidential nature or those relating to child protection must be referred directly to the Pupil Manager, unless the concern relates to him / her, in which case the Principal should be contacted in writing.

The Pupil Manager will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 working days or in the event that the Pupil Manager and the parent fail to reach a satisfactory resolution then parents will be advised to take their complaint to the next stage of this procedure.

## **Stage 2**

Formal Resolution - If the complaint cannot be resolved on an informal basis, then the parents should put their complaint, in writing, to the Principal. After consultation with the Senior Teacher and the staff concerned he / she will consider the complaint and decide upon the appropriate course of action.

In most cases, the Principal will speak to the parents concerned and may arrange a meeting with them. This should normally take place within 7 working days of receiving the complaint. Every effort will be made to reach a satisfactory conclusion at this stage.

It may be necessary for the Principal to carry out further investigations, if this is the case he / she will keep written records of all meetings and interviews held in relation to the complaint.

Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a conclusion will be drawn and parents will be informed of this in writing. The Principal will also state his/ her reasons for arriving at such a conclusion.

If parents are still not satisfied with the outcome, they should proceed to the final stage of the procedure.

## **Stage 3**

Panel Hearing - If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Board of Representatives. Three members from the Board will form a Complaints Panel. The case will then be referred to the Complaints Panel for their consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint, one of who shall be independent of the management and running of the School e.g. a parent or volunteer representative. Panel members will be appointed by the Representatives and the Panel will then acknowledge the

complaint and schedule a hearing to take place as soon as practicable and normally within 14 working days.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matters be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 working days prior to the hearing.

One other person may accompany the parents to the hearing; this may be a relative, teacher or friend. Legal representation will not normally be appropriate at this stage.

If possible, the Panel will resolve the parent's complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how, and in what time frame it should be carried out. After due consideration of all the relevant facts, the Panel will reach a decision and may make recommendations. This process will be completed within 7 working days of the hearing. The Panel will write to the parents informing them of its decision and the rationale behind it. The Panel's findings and if any recommendations will be sent in writing to the parents the Principal, the Pupil Manager, the Board of Representatives and where relevant the person subject of the complaint. The decision of the Panel will be final.

#### **Stage 4**

Result of Panel Hearing - The Panel will write to the parents informing them of its decision and the rationale behind it. The Panel's findings and, if any, recommendations will be sent in writing or by electronic mail to the parents, the Principal, the Senior Teacher, the Board of Representatives and where relevant the person subject of the complaint. The decision of the Panel will be final.

#### **Reporting, Monitoring and Evaluation**

A written account will be kept of each complaint and the proceedings of each stage will be recorded. These records will be filed and kept confidential except when access to them is requested for inspection under section 163 of the 2002 Act.

The types of complaint and the stages of their resolution will be monitored as part of an on-going commitment to evaluate and improve our policies and provision.

### **Complaints from children and other stakeholders**

We are aware at Hope House that some of the children are not in a position to make a complaint against the staff. However, our procedure of recording the teaching and therapy sessions ensures that if an allegation is made it can be verified or refuted. Recording also takes place outside. There are complaint forms available for children to fill in if they are capable. Parents are informed about the complaints procedure in the parents Welcome Pack.

There is a Childline telephone number on the notice board. A mobile phone is available for a child to use in private.

If a member of staff has cause to make a complaint against another member of staff this should be made to the Keyworker, who will look into without using the complainant's details. This can then be investigated and should it be obvious whom the complaint came from there will be support for the "whistle-blower".

On one day each month one of the Board of Representatives visits Hope House to speak to children and staff to ensure that they have no complaints. Should a child have a complaint then the member of the Board will help them complete the form.