

Pass Move Grin

Education

Policy for Complaints

This policy complies with The Education (Independent School Standards) Regulations 2014 (“the Regulations”).

Pass Move Grin education is committed to working in close partnership with each pupil's school. Our provision aims to be warm and welcoming with positive relationships between all staff, students and parents. We strive to provide an outstanding education for all our children, placing great value on the role which parents and carers can play in supporting children's learning.

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Pass Move Grin Education takes concerns seriously and will make every effort to resolve the matter as quickly as possible.*

If there is difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the provisions educational lead will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the educational lead will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Pass Move Grin Education will attempt to resolve the issue internally, through the stages outlined within this complaints procedure. Our complaints procedure is not limited to parents or carers of children that are registered at our provision. Any person, including members of the public, may make a complaint about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the school can be crucial in determining whether the complaint will escalate. Also, whilst not wishing to encourage complaints, complainants should note that they have a duty to raise a matter as soon as conveniently possible, usually within 3 months. This time limit does not apply if it can be shown that there were good reasons for not making the complaint earlier and it is still possible to investigate the complaint properly. We will consider complaints made outside of term time to have been received on the first school day after the holiday period. We will not normally investigate anonymous complaints. However, the educational lead, if appropriate, will determine whether the complaint warrants an investigation.

WHO TO CONTACT

● Admissions to schools

- Concerns about admissions should be handled through the admission appeals process.

Matters likely to require a Child Protection

Complaints about child protection matters are:
handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) (See Child Protection and Safeguarding Policy).

Behaviour

complaints about the application of the behaviour policy can be made through the school's complaints procedure.

Whistleblowing

We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.

Staff conduct

Complaints about staff will be dealt with under the provisions internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result complaint. However, the complainant will be notified that the matter is being addressed.

If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action Pass Move Grin Education in relation to their complaint, will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Complaints against staff (except the education leader) should be made in the first instance, to the provision's leader (Kathryn Oram). Please mark them as Private and Confidential.

Complaints that involve or are about the school's leader should be addressed to the company director (Wesleigh Burke) Please mark them as Private and Confidential.

Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Resolving complaints

At each stage in the procedure, Pass Move Grin Education wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not happen again.
- an explanation of the steps that have been or will be taken to help ensure that it will not happen

- again and an indication of the timescales within which any changes will be made.
- an undertaking to review school policies in light of the complaint
 - an apology.

Pass Move Grin Education adopted this policy December 2022

To be reviewed December 2023 or earlier if required.

Complaint Form for Pass Move Grin Education

Provision name:	
Your name:	
Pupil's name:	
Your relationship to pupil:	
Address:	
Post Code:	Daytime tel:
Mobile: E-mail:	
Please give concise details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to, when and what was the response?):	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signed: Date:	

Official Use: Date acknowledgement sent: By who:	Complaint referred to: Date:
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