

Weston Point College

Complaints Policy

Weston Point College is committed to providing high quality caring services and a positive approach in dealing with any complaints and representations to ensure that quality is sustained and that improvements in services are maintained.

All complaints and representations will be used in a constructive manner.

Weston Point College procedures regarding complaints, representations and compliments have been developed in line with the legislative requirements of the Children Act 1989 as a safeguard for service users and to contribute to the monitoring and maintenance and development of the services provided.

The Weston Point College Complaints Procedure has been developed for the information and action of all employees and pupils of the college, irrespective of their position.

The procedure covers all comments and complaints about the quality of the service provided and in particular;

- The lack of a service expected or agreed
- Refusal of a service
- Delay in provision of services
- The conduct, attitude or competence of employees of Weston Point College

Those who may make representations, complaints and compliments include:

- Any young person looked after
- Any parent of a young person looked after
- Any person with parental responsibility
- A foster parent
- Any other person with a significant interest in the well being in the young person's welfare
- Any organisation acting on a service users behalf
- Any person affected by Weston Point College's actions towards a service

- user
- Any member of the public concerned about the conduct of an employee, service user or service provided

The principles of the complaints procedure are that:

- a) It is accessible to all service users, purchasers, their carers and representatives
- b) It will be fully understood by all employees
- c) Those making a complaint, representation or compliment will receive a prompt response.

Weston Point College Complaints Procedures will deal with the matter in a four-stage process, which are:

Stage 1 Pre - Complaint

The process will deal with any query or comment that may have the potential to develop into a complaint. Discussion should take place and be supported by written or other appropriate communication and the person making the query or comment should be made aware of the complaints procedure and be provided with the appropriate leaflet where necessary.

Stage 2 Informal Problem Solving – by the Head Teacher

In cases where a service user or their representative regards that the matter as dealt with at Stage 1 level has not been resolved then the matter should be considered as a complaint. This should be agreed and confirmed with the complainant and the matter will then be dealt with at the Stage 2 level.

Weston Point College will seek to deal with all complaints through this problem solving process. Complainants may wish for their complaint to be dealt with formally and all complaints of a serious nature will be dealt with formally.

The Head Teacher will:

- Take responsibility for dealing with Stage 1 & 2 level complaints

- Confirm the nature of the complaint
- Review the matter from the viewpoint of the complainant and any staff member concerned
- Decide upon any appropriate action
- Respond in writing to the complainant within 2 days of receipt, including how if the complainant remains unsatisfied with any decision, the process of formal complaint is available
- Complete the appropriate paperwork on site at Weston Point College with regard to the outcome reached

Stage 3 Formal Complaints Process

In cases where attempts to resolve the matter informally have failed, then an instigation of the formal complaints process should take place.

At this level the complaint will be dealt with by the Head teacher. They will be responsible for a thorough investigation of all aspects of the complaint, which will include:

- Interviewing the complainant
- Clarification of the complaint
- The outcome sought by the complainant
- The interviewing of relevant teaching staff, registered care workers and appropriate others
- The examination of case records, incident reports etc

The Head Teacher will decide whether the complaint is upheld with reasons and decide upon any action, which will satisfactorily resolve the matter. The Head teacher will prepare a full report of the investigation, outcome and response to the complainant. This report will be sent to the Directors of Weston Point College for agreement that this constitutes the company's response to the complaint.

In making response to the complainant the following will be included:

- Statement of complaint
- All action taken by the investigating officer
- The outcome of the complaint
- Any proposed action to be undertaken by the college

- The complainant's right to have their complaint reviewed by the Directors of Weston Point College. Should this be the case, notification should be made within 28 days following receipt of the outcome of investigation at Stage 3 level.

The response to complaint will also be sent to any parent, person with parental responsibility, foster carer or any other person with a significant interest in the welfare of the young person involved. All copies of reports relating to the investigation will be kept on the young persons file and will be confidential.

Stage 4

Where a complainant is dissatisfied with the college's response to their complaint as detailed above, they may request that the matter be further reviewed by the Education Manager.

The role of the Education Manager will be to further review the complaint giving consideration to the investigation undertaken, the response to the complainant and re-examine previous decisions made. A panel of at least three people, one of which shall be independent of the management and running of the college, will conduct a meeting as soon as possible. The complainant will be invited to attend this meeting and to be accompanied by parents/carers/responsible adult, as applicable. Another person who may speak on their behalf may accompany the complainant.

The review panel will record their decision with reasons and recommendations within 24 hours of the meeting and will send this to the complainant, the relevant authority and any other relevant persons. A copy will also be made available for the Proprietors and the Head Teacher.

Any complaint made regarding the college will be recorded in the College Complaints Book along with details of the date of the complaint, the stage that the complaint reached, if it was upheld, and when it was resolved.

All correspondence, statements and records of complaints will be kept strictly confidential.

In all cases of complaints made by young people at Weston Point College they

shall also be entitled to make complaints through their Placing Authorities Complaints Procedures.

Weston Point College Complaints Procedure does not include:

- Staff grievance procedures
- Disciplinary procedures
- Matter relating to sex and racial discrimination
- Any complaint referred to the Local Government Ombudsman
- Complaints about one employee against another
- Complaints about services not provided or agreed

Weston Point College has not had any complaints in the last Academic Year.

Date: July 2008

Last reviewed date: January 2017

Next Review Date: January 2018