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# B4L COMPLAINTS POLICY

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Weston Point College

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# 1. General

- 1.1. 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.
- 1.2. All complaints and representations will be used in a constructive manner.
- 1.3. 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.
- 1.4. The Weston Point College Complaints Procedure has been developed for the information and action of all employees and students at the college, irrespective of their position.
- 1.5. 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 at Weston Point College
- 1.6. 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 user's 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
- 1.7. The principles of the Complaints Procedure are that:
  - It is accessible to all service users, purchasers, carers, and representatives
  - It will be fully understood by all employees
  - Those making a complaint, representation or compliment will receive a prompt response. This means that we will respond to any initial complaint within one working day. All investigations will be concluded within five working days, if the investigation is likely to take longer the person making the complaint will be informed and they will be advised of any further delay

## 2. Complaints Procedure

**Weston Point College Complaints Procedures will deal with the matter in a four- stage process.**

- 2.1. **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.
- 2.2. **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 two 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 about the outcome reached
- 2.3. **Stage 3 – Formal Complaints Process:** In cases where attempts to resolve the matter informally have failed the Formal Complaints Process will be instigated. At this level, the complaint will be dealt with by the Head Teacher. Complaints should be made in writing addressed to the Head Teacher at Weston Point College, Picow Farm Road, Runcorn, Cheshire WA7 4UN. Complaints against the Head Teacher should be made in writing to Allen Baynes, Director, Bridge4Learning Education Services Limited at the same address.

**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 Bridge4Learning Education Services Limited 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 response to the 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 any young person involved. All copies of reports relating to the investigation will be kept on the young person's file and will be confidential.**

**2.4. Stage 4 – Dissatisfied with College's Response to Complaint: 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 a Director of Bridge4Learning Education Services Limited. The request should be sent to the college at the address given on the previous page.**

- 2.5. The role of the Director will be to further review the complaint considering 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.
- 2.6. 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.
- 2.7. Any complaint made regarding the college will be recorded in the College Complaints Log along with details of the date of the complaint, the stage that the complaint reached, if it was upheld, and when it was resolved.
- 2.8. All correspondence, statements and records of complaints will be kept strictly confidential.
- 2.9. 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
- Matters relating to sex and racial discrimination
- Any complaint referred to the Local Government Ombudsman
- Complaints about one employee against another

### 3. Policy Review

**This policy is reviewed every year by the Head Teacher**

**Issue Date: 01/11/2020**

**The next review date for this policy is October 2021.**