



Complaints Procedure

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* Unless there are changes in the law or circumstances in which case the policy and/or documents shall be revised accordingly

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Appendices: Complaints Form

Supreme Education
14 Morden Court Parade,
Morden,
England,
SM4 5HJ

www.supremeeducation.org

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Purpose:

The purpose of this policy is to provide a framework according to which the parents/guardians of students of Supreme Education can provide feedback to the school. Supreme Education takes all feedback seriously and uses it as a guide and a learning tool to ensure that the school continues to provide high quality teaching that supports all its students and their families. Feedback may be complimentary or be lodged as a complaint. The information obtained from monitoring and measuring feedback can help identify opportunities for improvement of the school's strategies, processes and characteristics.

Scope:

- This policy shall apply to the parents/guardians of students who are currently enrolled as students of Supreme Education.
- This policy shall apply to past students ONLY if the complaint was initially raised when the student was still enrolled at the school.

Policy:

- Supreme Education prides itself on the quality of the school's teaching and pastoral care plans for its students.
- The school also recognises the importance of giving parents and guardians the opportunity to provide feedback to the school of their and the students experiences at Supreme Education.
- Supreme Education believes that a strong focus on parent and student satisfaction, clear communication and listening will enable the school to better meet the needs of the students and the community.
- This policy will describe the processes for monitoring feedback and complaints and the implementation of corrective and preventive measures and the continual improvement measures.
- The Head will have overall responsibility for managing parent relationships, as well as those with Staff members. The quality assurance processes contribute to feedback arrangements and are an integral part of assessing the school's performance against standards, protocols, and specifications.
- The parent/s or guardian of enrolled students shall be informed, upon enrollment, of their right to file a complaint together with details of the process. This policy shall also be available on the school's website.
- If a parent/guardian does have a complaint, they can expect to have such complaint dealt with by the school with due care and consideration and in accordance with the provision of this procedure.
- Supreme Education shall treat all concerns and complaints seriously and confidentially.
- For any Staff member of TLC who wishes to raise a grievance, to express dissatisfaction regarding wages, hours and/or conditions of work, shall follow the procedure set out in the school's **Grievance Procedure**.

1. What Constitutes a Complaint?

- A complaint may be an expression of dissatisfaction around a number of facets of school life.
- The school takes all complaints seriously and encourages parents/guardians to raise any concerns or complaints as soon as possible.
- A complaint is regarded a concern, raised by a parent/guardian and/or student, for which the parent/guardian seeks action by the school, i.e., a parent/guardian perceives that Supreme Education has failed to do something, done something wrong, or acted unfairly.
- Complaints may be verbal (informal) but the school shall require the parent/guardian to provide a written complaint (formal), if such complaint is to be dealt with in accordance with the provisions of this policy.

2. Aims and Objectives of this Policy

- All feedback is seen as positive and valuable, ensuring that our students feel safe and are protected.
- All our students will be treated with dignity and respect that no student will be penalised for a complaint that a parent/guardian raises in good faith;
- Parents/guardians will have their concerns listened to and they will be taken seriously;
- Concerns and complaints are handled swiftly and efficiently.
- All feedback is handled fairly and consistently.
- Our procedure is regularly monitored and reviewed to ensure that it is easy to use and that it recognises diversity.
- Staff members have access to guidance and training to effectively manage concerns, including an awareness of identifying creative solutions at whatever stage.

3. Timeframe for Dealing with Complaints

- All written complaints/concerns raised on the school's **Complaints Form (Appendix 1)** shall typically be acknowledged within 48 (forty-eight) hours of receipt of the complaint.
- Supreme Education shall endeavour to adhere to the following timeframes when dealing with a complaint:
 - Complete the first two stages of the Complaints Procedure (if a complaint progresses past Stage 1, the informal stage) within 28 (twenty-eight) days;
 - Written complaints will be investigated and the complainant shall be notified of the outcome of the investigation within 28 (twenty-eight) days
 - Stage 3, the Panel Hearing, will typically be completed within a further 28 (twenty-eight) days following the conclusion of Stage 2.
- These timeframes serve as a guide which may be impacted by school and bank holidays.

4. Stages of a Complaint

- Supreme Education's Complaints Procedure features the following 3 (three) distinct stages:

4.1 Stage 1 (Informal Resolution):

- Initial contact with the complainant will be key to gathering crucial information. It is important that this contact is managed sensitively to promote an appropriate assessment of the concerns, resolve them quickly, if possible, and build good, ongoing relationships.
- Supreme Education takes all complaints and concerns seriously and shall attempt to resolve these quickly and informally, insofar as such is appropriate. Informal complaints/concerns can either be made verbally or in writing (refer to the school's **Complaints Form at Appendix 1**). The formal stage is not automatically triggered by a written complaint/concern. The school shall attempt to consider and resolve all complaints/concerns informally before proceeding to Stage 2, unless such approach is not appropriate.
- Should a parent/guardian wish to raise a complaint or concern, they should contact their child's Form Teacher, in the first instance. Many matters can be resolved efficiently and effectively in this way, and to the parent/guardian's satisfaction.
- Should the Form teacher not be able to resolve the parent/guardian's complaint/concern alone, the Form teacher may consult the Head and report back to the parent/guardian.
- Any complaints made directly to the Head may be referred to the relevant Form teacher for review and feedback, as appropriate, otherwise the Head shall deal with such personally. Such cases will be assessed on a case-by-case basis.
- Any Form teacher who receives an informal complaint/concern from a parent/guardian shall be required to make a written record of such by noting down, at least, the following information:
 - Details of the complainant;
 - The date the complaint was received;
 - What are the issues;
 - What is the complainant looking for to resolve the matter?
- The Form teacher shall attempt to resolve the complaint/concern within 7 (seven) days.
- In the event the matter cannot be resolved within the 7 (seven) days or should the Form teacher and parent/guardian fail to reach a satisfactory resolution, the parent/guardian shall be advised to escalate their complaint/concern to Stage 2 of this procedure. If the complaint/concern is against the Head, the parent/guardian should submit their complaint/concern directly to the Director of Supreme Education.
- Supreme Education shall receive and respond appropriately to complaints/concerns received from an anonymous source. Such complaints/concerns will be investigated with the same intent as any other complaints/concerns, insofar as such is possible with the amount of information provided by such anonymous source.

4.2 Stage 2 – Formal Stage

- All formal complaints/concerns shall be made in writing

- If there is no resolution of the complaint/concern at Stage 1, the parent/guardian should address their complaint/concern, in writing, to the Head. If the complaint/concern is against the Head, the parent/guardian should submit their complaint/concern directly to the Director of Supreme Education.
- The Head of Supreme Education shall consider the complaint/concern and decide on what the appropriate course of action should be. Within 7 (seven) days of receiving the formal complaint/concern, the Head shall invite the parent/guardian to discuss the matter, either telephonically or face-to-face, as suits the parent/guardian, with the intention of reaching a resolution unless the Head needs to carry out further investigations with the intention of reverting back to the parent/guardian again after a further 7 (seven) days. If the Head and parent/guardian agree on an acceptable resolution, the Head shall confirm the proposed resolution to the parent/guardian, in writing, within 7 (seven) days.
- The Head shall keep maintain a complete written record of the procedure followed, including meetings, interviews, dates, times, matters discussed, action plans decided upon, etc.
- Once the Head has established the relevant facts, as far as practical, the Head shall inform the parents/guardian, in writing, of the decision, including reasons for the decision taken.
- In the event of the complaint/concern being raised against the Head by a parent/guardian lodging a formal complaint/concern with the Director of Supreme Education, the Head will be required to submit a full report in response to the complaint/concern, including any and all documentation. The Chair may also require a briefing from other Staff members, if applicable, and will likely meet with or speak to the parent/guardian to discuss the matter further.
- Once the Chair has established the relevant facts, as far as practical, the Chair shall inform the parent/guardian, in writing, of the decision, including reasons for the decision taken.
- Should the parent/guardian not be satisfied with the school's proposed resolution, the parent/guardian shall have the option of escalating the matter to Stage 3 of this procedure.

4.3 Stage 3 – Panel Hearing

- All proceedings related to the various stages shall remain confidential.
- Should the parent/guardian not be satisfied with the proposed resolution under Stage 2, the parent/guardian shall notify the Director of Supreme Education of their intention to invoke Stage 3.
- The Board of Governors shall appoint a convenor who will be responsible for calling the hearings of a Complaints Panel and the matter will be referred to the Complaints Panel for consideration.
- The Complaints Panel shall be made up of at least 3 (three) people, appointed by the Board of Governors, none of whom were directly involved in the matters detailed in the complaint: one of the Complaints Panel members must be independent of the management and running of the school and the other (at least) 2 (two) members shall be Supreme Education Governors. Each of the Panel members shall be appointed by the Governing Body.
- The appointed Panel Convenor shall acknowledge the complaint/concern, in writing, and schedule a hearing to take place as soon as practicable, normally within 21 (twenty-one) days of the conclusion of Stage 2.

- The parent/guardian and the Head/Chair will be asked, in advance of the hearing if there are any documents they would like to have considered.
- All submitted documents shall be copied and distributed to the parties within a reasonable period of time, in advance of the meeting.
- The Complaints Panel may require that further details of the complaint/concern or any related matter are supplied in advance of the hearing.
- The complainant shall be entitled to attend and be accompanied at Panel hearings, e.g., a friend or a relative; however, legal representation is inappropriate.
- The convenor shall ensure that sufficient time is allocated to the meeting and, if possible, the Complaints Panel will resolve the complaint/concern immediately and without the need for further investigation.
- Should further investigation be required, the Complaints Panel shall decide how this will be achieved.
- The Complaints Panel shall reach a decision within 7 (seven) days of the hearing, after due consideration of the relevant information and documentation. The decision may include recommendations.
- The Complaints Panel's findings and recommendations shall be:
 - Issued to the complainant and, as applicable, the person complained about;
 - Available for inspection on the school premises, as required; and
 - Deemed final.
- When a complaint/concern has proceeded to Stage 3, the Complaints Panel shall proceed with the process through to conclusion. This shall apply even if the parent/guardian should decide not to attend the hearing or no longer wishes to proceed with the process. The requirement to conclude the process will not prevent the school from accommodating parent/guardian availability for dates or considering comments concerning panel composition.

5. Recording Complaints/Concerns

- It is important that complaints and concerns are appropriately recorded along with the action taken to resolve the matter.
- Supreme Education welcomes and encourages all forms of feedback and complaints which can either be in writing or made verbally. These complaints/concerns will be monitored and analysed regularly against pre-determined standard levels.
- Supreme Education shall maintain a record of all complaints and concerns raised regardless of whether such was made verbally or in writing in order to monitor patterns of low-level concern.
- Complainants may be requested to present the full details of the complaint/concern, in writing, using the school's **Complaints Form (Appendix)**.
- Following the resolution of a formal complaint/concern, the Head shall maintain a record of:
 - The complaint/concern;
 - The stage at which the complaint/concern was resolved;
 - The action taken by the school as a result of the complaint/concern; and

- Any other additional records, at the discretion of the school, that may contain the following information:
 - The date the issue was raised;
 - Details of the parent/guardian;
 - Details of the student;
 - Description of the issue;
 - Record of the investigations, if appropriate;
 - Witness statements, if applicable and appropriate;
 - Name/s of Staff members handling the matter through each stage;
 - Copies of all correspondence on the issue (including emails and records of phone conversations).
- All records and information relating to the complaint/concern, including the subsequent investigations, hearings, interview, resolutions, correspondence, and statements shall be kept confidential UNLESS the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to such records.
- All records and information relating to the complaint/concern, including the subsequent investigations, hearings, interview, resolutions, correspondence, and statements shall be kept for a period of 3 (three) years, unless otherwise ordered by the relevant authorities.

6. Monitoring Complaints/Concerns

- Supreme Education shall capture, analyse, and monitor all feedback received by the school, especially complaints.
- These records will be a valuable source of information by highlighting strengths and weaknesses, identifying good and poor performance areas, and informing training needs.
- The purpose of monitoring the feedback will be:
 - to promote that procedures are complied with;
 - to identify any trends;
 - to detect and eliminate potential risks and shortcomings;
 - to enable parents/guardians to see that their concerns are being taken seriously;
 - to enable parents/guardians to see a fair and thorough investigation has taken place;
 - to inform future planning;
 - to inform future training planning; and
 - When objectives have been reached and maintained, the Board of Governors can begin to stretch targets to promote that Supreme Education meets its objective of continual improvement and performance growth.
- This policy will be reviewed at least annually.

Procedure:

- All Staff members of Supreme Education shall follow the direction of the policy. Should any Staff member be in any doubt about how the policy informs the procedure, such Staff member must immediately seek advice from the Head of centre.

Appendix 1: Complaints Form



Complaints Form

Complaint made by:		Date of Complaint:	
Student Name:		Student Year Group:	

The information provided in this form should contain specific details, including:

- The nature of the complaint;
- Who the complaint is being made against;
- Time, date, and nature of the complaint.

If there is more than one complaint, a separate form should be used for each issue raised.

Nature of the Complaint:
What outcome are you seeking to resolve the issue?

This Complaints Form should be forwarded to your child's Form teacher in the first instance or the Head of Centre , together with any additional information/documentation you wish to include.

If you are not satisfied with the outcome of your complaint/concern, you may direct your complaint/concern to the Head. If your complaint/concern is about the Head, kindly direct your complaint/concern to the Director of Supreme Education.