

## **Complaints and Compliments Policy and Procedure**

Date adopted	September 2014
Date reviewed	September 2016
Next Review	September 2018

**\*\* See also: Whistleblowing Policy**

The Southover Partnership is committed to maintaining the highest standards of professional practice. We hope that everyone who makes use of our services is equally content with our professional practice and our standards. This policy applies to pupils, parents/carers and staff.

Anyone may submit a complaint about any aspect of the service; they should be able to do this without fear of discrimination in the future. If the complainant would like support in making the complaint, The Southover Partnership will provide advocacy and support by an individual not involved in the complaint.

### **For Students**

Students are encouraged to talk directly to their teacher/TA whenever a problem arises. They should approach the teacher/TA at a suitable time or make an appointment to see them if the tutor is unavailable. Most issues will be resolved at this meeting, however if the issue is not resolved the student should approach one of the Southover managers.

### **For Staff and Parents**

#### **Informal Complaint**

A verbal complaint can be made to any member of staff who will try to find a solution or pass your complaint on to a member of the Management Team.

Any member of the Management Team will be able to discuss a particular problem or concern with you and they should be able to provide you with any information you may require.

If you are unable to resolve the problem by talking with a member of the Management Team or if you continue to be dissatisfied with the responses you receive, the process below should be followed:

#### **Step 1**

- Send your complaint in writing to the Managing Director, Carol Frankl

- This will be acknowledged in writing as soon as possible, preferably by the next working day, but certainly within 5 working days. The acknowledgement will explain how the complaint will be dealt with under the formal procedures and inform the complainant when they are likely to receive a substantive response.
- The Managing Director should normally give their substantive response to a complaint **within 20 working days**.
- When your complaint is received, the Managing Partner will arrange for a Senior Manager to investigate or if more appropriate look into the matter herself.
- We will investigate complaints fully and neutrally.

## **Step 2**

- The Senior Manager will report his/her findings to the Managing Director within 14 days.
- The Managing Director will do everything possible, not only to investigate and respond to the complainant fairly, but also, where appropriate, to be conciliatory.
- Where a consideration of the evidence, including the views of both parties, indicates a strong possibility of a particular conclusion, the Managing Director will be willing to say so.
- However, where the evidence is finely balanced, or there is no evidence to support one or other of conflicting views, we may have to explain why we are not in a position to take an authoritative line on a particular point. The Managing Director will however, make every effort to analyse why different views have been developed.
- At the end of this time you will receive a letter with the results of the investigation. The letter will also include any other information you require.

## **Offering Redress**

The Managing Director may offer the following redress if we decide to uphold a complaint, either partially or in full:

- An explanation, given in the response letter
- An apology
- Confirmation that action has been taken to rectify the problems and ensure that they do not happen again

If you wish to discuss the actions you should contact the Managing Director.

### **Where the complainant Remains Dissatisfied**

If a complainant is not satisfied with the Managing Director's substantive response, the complaint will be referred to a panel of 3 people not directly involved in the complaint. One of whom will be totally independent of the management of The Southover Partnership. They will review the handling of the complaint to ensure that the procedures have been fully and fairly applied and that all the main points raised by the complainant have been adequately investigated and addressed. Parents/carers/staff may attend the panel hearing and, if they wish, be accompanied.

The panel will respond directly to the complainant and copy the findings and recommendations to all interested parties (including, where relevant, the person complained about) within 14 days.

### **Record Keeping**

- A record will be kept of all complaints indicating at what stage they were resolved.
- All correspondence, statements and records will be kept confidential.

**To date there have been a total of: 0 complaints**



**COMPLAINT FORM**

**WHEN COMPLETE PLEASE RETURN TO:**

Carol Frankl, The Southover Partnership, Kingsbury Manor, 288 Kingsbury Road, Roe Gree Park, London NW9 9HA

**Name:**

**Address:**

**Daytime telephone contact number:**

Please write the basis of your complaint here, continue on another page if necessary.