



COMPLAINTS & COMPLIMENTS POLICY

Complaints

We take all complaints seriously. We are sorry if anyone is not happy with us, and we want to put things right if we possibly can. We know that complaints give us valuable feedback and help us to improve our services - we want to listen and learn.

The underlying principle of this policy is that, if at all possible, any issues, concerns and complaints ought to be handled and resolved informally (usually by the staff directly concerned) without the need to invoke a formal referral and process. It is expected that most concerns will be resolved without the need to go any further. Complaints can be made verbally or in writing and all complaints received will be investigated and responded to.

These procedures are prominently displayed in all the Homes and around the School and each term a member of staff will read and explain them to the children. Parents/carers are informed of procedures at the Formal Interview. The procedures explain what to do if you or your child feels unhappy about something and how to arrange to talk to someone or to go on to make a formal complaint.

SOME EXAMPLES OF WHAT KIND OF THINGS MIGHT MAKE YOU OR YOUR CHILD UNHAPPY OR WORRIED:-

- Your child is being bullied.
- Someone has hurt or abused your child or has made suggestions that your child thinks are not right.
- You or your child feel you are being discriminated against because of your colour, size or because you are male/female for example.
- If you or your child feels that he/she has been unjustly treated or sanctioned.
- Your child feels that no one understands the difficulties they are having with some of their work.
- Someone is making fun of your child, e.g. name-calling.
- Your child feels there isn't enough respect for his/her privacy.
- Someone has taken or borrowed something belonging to your child and it hasn't been returned.
- You feel your child is not getting the education he/she needs.
- Your child finds it difficult to make friends.
- Any other reason that makes you or your child unhappy.



HOW TO MAKE A COMPLAINT

We encourage any complainant to make every effort to resolve any concerns informally. Please help us to resolve any concerns or complaints that you may have by following the stages below. You can have a relative or friend accompany you at any stage in the complaints process.

Raising your concern

The first thing you should do is to speak to any of the members of staff or adults that you trust. By talking things through most issues, concerns or complaints can be resolved at this stage without the need to go any further.

Please note that an unreasonable refusal to allow your concern or complaint to be addressed informally **may** result in the School being unwilling to take the issue any further.

If you are still unhappy with the outcome once you have talked things through, then you should arrange to meet with any of the following members of staff to try and resolve the matter:-

Deputy Head or Assistant Head Teacher(s) (Education)
Head or Deputy Head of Care (Care/Residential)
Children's Services Co-ordinator
Business Manager (Administration/Finance)

If you are still unhappy with the outcome you can refer your complaint to the Head Teacher. You may be asked to put your concerns in writing and/or complete a School Complaints Form. Written complaints will be acknowledged on receipt and responded to within 10 school working days. If the School's investigation is likely to take longer than 10 school working days to complete you will be notified of the extended timescale that will be needed.

If you are still unhappy with the outcome you can refer your complaint to the Chair of Governors. You will be asked to put your complaint in writing if you have not already done so and/or to complete a School Complaints Form. In cases that require urgent consideration the Chair may deal with the matter exclusively and without delay but usually a designated panel of 3 or 5 governors will be convened to hear your complaint. You will receive written feedback from the Chair of Governors following the investigation, including any decisions, recommendations and the reasons for them and, if appropriate, the next steps. This should be issued within 10 school working days after the investigation has concluded. This is the final process for the school (except for carrying out agreed actions).



If, despite all stages of the procedure having been followed, you are still not satisfied that your complaint has been resolved you can take your complaint to the Local Authority, details below :-

Strategic Director
Children, Young People & Families Directorate
Birmingham City Council
Education Office (Council House Extension)
Margaret Street
Birmingham
B3 3BU

WHAT TO DO IF YOU JUST WANT TO TALK TO SOMEONE

Remember, all of us have friends and you may want to start by talking to them. Staff are always ready to help but there may be times when you feel you cannot talk to a member of staff.

You may prefer to talk with, write to or telephone someone not on the school campus. Here are some names and telephone numbers of people who are always willing to help:-

CHILDLINE	0800 1111
NSPCC	0808 800 5000
Children's Information & Advice Service*	0121 303 1888
Children's Commissioner for England#	020 7783 8330
Independent Visitor	0121 445 1320
Chair of Governors	0121 445 1320

The important message from us is:-

DO NOT BE AFRAID TO COMPLAIN
It is your right to be heard
It is your right to complain
It is your right to see records
It is your right to be treated properly and with respect

*Children's Information & Advice Service
(CIAS)

0121 303 1888

www.birmingham.gov.uk/cias

#The Children's Commissioner for England
Sanctuary Buildings
20 Great Smith street
London
SW1P 3BT
020 7783 8330
<http://www.childrenscommissioner.gov.uk>



Compliments

It is always good to receive a compliment, so if there is anything about the School that you would like to compliment us on, please complete a Compliments Form and send it into School.

[Copy Complaints Forms and Compliments Forms are available on request, on the School website and Learning Gateway]