



## Brown's School Complaints, Concerns, and Compliments Policy



<b><u>Full Name of Policy</u></b>	Complaints, Concerns, and Compliments Policy
<b><u>Date of Approval</u></b>	September 2021
<b><u>Date of Next Formal Review</u></b>	September 2022



Brown's School regards the implementation of its complaints procedure as a means to improving the services for our pupils, their families and external partners. We understand that we may not always get everything right; however, we welcome the opportunity to address any worries or concerns you have at an early stage by contacting us to talk about your concerns.

Our Complaints Procedure provides:

- ∞ A route for pupils, staff, family members and others involved with the children outside the home to make both minor and major complaints
- ∞ An opportunity to resolve the complaint informally at an early stage
- ∞ A time scaled formal procedure to follow if complaints are not resolved at the informal stage
- ∞ Written records at each stage of the process
- ∞ Instructions to follow in the event of a complaint

To assist you or your child in making any concern or complaint known to us, we suggest you use the following procedure. However, please be assured that you may speak with whoever you feel most comfortable.

A child is entitled to have an advocate at any stage of the complaints procedure. This can be a parent or family member acting on behalf of the child, the child's Social Worker or someone from an independent advocacy agency or any other person who is suitably skilled.

In the last academic year there were two formal complaints raised.

### **Stage 1**

#### **Problem Solving/Informal Complaint**

Complaints and concerns can often be due to misunderstandings. Please tell someone at the school what the problem is and how you think it can be resolved. We will try to find a solution to the problem in a way that is acceptable to all the people involved.

An Informal Complaint does not mean it is any less a complaint; however we believe that the vast majority of complaints can be addressed and resolved at this stage. Our aim is to treat your complaint with respect, in a prompt manner and to look for a positive and successful outcome. An informal complaint can be through discussion or in writing.

If you are not satisfied with the response or if you prefer, perhaps because of the nature of the concern, you are able to make direct contact with the Head Teacher to discuss your concerns.

If your concern has not been resolved to your satisfaction or your complaint is about a senior member of staff, we would ask that you contact the Proprietor who will arrange for an appropriate person to contact you directly.

We will try to address and resolve your complaint through informal means such as discussion, negotiation and mediation. We will keep a written record of your complaint, the agreed action and the outcome and we will keep you updated and informed of the progress of the complaint.

Should we fail to resolve your concern, we reserve the right to implement the Formal Complaints procedure at any time, as no further investigation following a previous successful outcome, will be identified. It is hoped that most concerns and complaints can be resolved at this stage.



## **Stage 2**

### **Formal Complaint to the Head Teacher**

If you feel your complaint has not been satisfactorily resolved, or your complaint is very serious in nature and you do not wish to use Stage 1, you should consider making a formal complaint to the Head Teacher.

All formal complaints need to be expressed in writing (a form is attached to this policy) and addressed to:

Head Teacher  
Brown's School  
Hawstead Lane  
Chelsfield  
Kent  
BR6 7PH

This form can alternatively be emailed to [georgemitchell@brownsschool.co.uk](mailto:georgemitchell@brownsschool.co.uk) or [headteacher@brownsschool.co.uk](mailto:headteacher@brownsschool.co.uk)

Receipt of your formal complaint will be acknowledged within seven working days, either in writing or through direct contact.

If required an independent representative may accompany any individual throughout this process.

You will be kept informed of the progress of the complaint.

The outcome of the investigation into your complaint will be put in writing and sent directly to you. We aim to resolve all complaints within 60 days of receipt.

## **Stage 3**

### **Formal Complaint to the Principal**

If you feel your complaint has not been satisfactorily resolved, or you wish to escalate your complaint further, you should consider making a formal complaint to the Principal.

All formal complaints need to be expressed in writing (a form is attached to this policy) and addressed to:

Principal  
Brown's School  
Hawstead Lane  
Chelsfield  
Kent  
BR6 7PH

This form can alternatively be emailed to [principal@brownsschool.co.uk](mailto:principal@brownsschool.co.uk)

Receipt of your formal complaint will be acknowledged within seven working days, either in writing or through direct contact.

If required an independent representative may accompany any individual throughout this process.

You will be kept informed of the progress of the complaint.

The outcome of the investigation into your complaint will be put in writing and sent directly to you. We aim to resolve all complaints within 60 days of receipt.



#### **Stage 4 Review of Complaint by Panel**

If you are not satisfied with the result of stage 3, you can ask for a review of your Formal Complaint and its outcome. At this stage, your complaint will be put before a panel. It is the responsibility of the Proprietor to convene a panel of at least three people, one of which is completely independent of the school, who have taken no part in the complaint to this point.

The Panel may, with the consent of the Complainant, adjourn their discussion to obtain more information. They may also request additional time to reach a decision but a timeframe for this will be agreed by all parties at the panel meeting.

Once the panel has reached a decision, usually within 24 hours, the Complainant will be notified in writing and/or electronic mail of this decision.

If you feel that your complaint has not been satisfactorily resolved, then you have a right to complain directly to any of the following agencies:

- ∞ DfE
- ∞ Placing Authority
- ∞ Children's Rights Commissioner

#### **Unreasonably Persistent Complainants and Unreasonable Complainant Behaviour**

Should there be, in rare circumstances, unreasonably persistent or vexatious complaints or complaint behaviour, the school will deviate from the complaint process described above. The school is committed to ensuring complaints are taken seriously and to working in partnership with parents and carers. However, it is essential the resources of the school are focussed on our students. In this context a decision may need to be taken in the best interests of our students not to follow our usual process.

#### **Record Keeping**

Records of complaints are kept confidentially by the school and all complaints, concerns and compliments are made available to Ofsted inspectors.

#### **Compliments and Suggestions**

Students, parents, carers and stakeholders are very welcome to make a compliment or a suggestion. Compliments and suggestions will be filed in the Complaints, Concerns, Suggestions and Compliments file.

Person Responsible for Editing: George Mitchell in September 2021

\_\_\_\_\_ Signature

\_\_\_\_\_ Date

\_\_\_\_\_ Headteacher

\_\_\_\_\_ Date

This policy will be reviewed in September 2022.



**Formal Complaints Form**

<b>Name</b>	
<b>Date</b>	
<b>Address</b>	
<b>Contact Number</b>	
<b>Email Address</b>	
<b>Nature of Complaint (Including name of person[s] involved)</b>	

**Steps already taken to resolve the problem.**

**Please advise your desired outcome as a result of making this complaint.**

**Please indicate if you should require an interpreter, any special support, or advocate. Please list their details below.**