



COMPLAINTS PROCEDURE

Date adopted	June 2019
Date reviewed	May 2020
Next review date	May 2021

The aim

We aim to make EK Outreach Services (EKOS) a supportive, safe and caring environment so that students can benefit from the best possible education. However, if parents/carers do have a complaint, we would like to know about it so that we have the opportunity to resolve the issues which have arisen and learn from them where appropriate. This policy will let you know who to speak or write to and the procedure by which your complaint will be handled. The organisation has a legal obligation to ensure that this procedure is available in written form to parents of students and is used in accordance with the law. We will make it available on our website and a copy is available in our office.

Stage 1: Making an Informal Complaint

If you have a complaint, speak first to your child's tutor or mentor. If you feel it appropriate, you may bypass your child's staff and contact the Head of Outreach directly. If your complaint is about the Head of Outreach, you should contact another senior staff member.

Our hope is that most complaints and concerns will be resolved quickly and informally.

The Response

The member of staff who receives the complaint will either:

- Discuss the complaint with you immediately
- Make a firm arrangement to discuss the complaint with you at a later date
- Refer the complaint to a member of staff who is able to deal with it and follow up to ensure that the referral has been successful.

Complaints will normally be resolved at this stage.

If appropriate, a plan to resolve the problem will be initiated, along with an agreed review date. This is up to **five working days**. At this time you should check that your complaint has been fully addressed. You should also be informed about how to escalate your complaint if you find it necessary. If you are not satisfied with the decision, you should proceed to Stage 2 of this procedure.

Stage 2: Making a Formal Complaint

If the complaint cannot be resolved on an informal basis, you should put your complaint in writing to the Head of Outreach, using the Complaint Form below. Your written complaint should be acknowledged by letter **within 5 working days**. This acknowledgement will include a target date for providing a response to the complaint. This should normally be no later than **15 working days** after acknowledgement of the complaint. If the target date is likely to be more than 15 working days after acknowledgement of the complaint, the letter will explain the reason for the delay. Your complaint will then be formally investigated. You may be called upon to provide more details of the circumstances of the complaint if this is necessary. Once all of the relevant facts have been established, a decision will be made and you will be informed of this decision in writing.

The written response you receive should include a full explanation of the decision and the reasons for it. Where appropriate, this should include any action the organisation will take to resolve the complaint. It should also indicate the escalation procedure outlined in Stage 3 of the procedure, should you wish to take the complaint further.

Offering Redress

The Head of Outreach 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 that they do not happen again.

If you wish to discuss the actions you should contact the Head of Outreach.

Where the complainant Remains Dissatisfied

If a complainant is not satisfied with the Head of Outreach'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 EKOS. 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.

The Records

The organisation will keep records of all written complaints that have been made. This will include meetings, letters and telephone conversations, together with resolutions, action plans and review dates as appropriate and should indicate whether complaints were resolved at the preliminary stage, or were proceeded to a panel hearing.

All records relating to individual complaints will be kept confidential, except where the Secretary of State for Education or a body conducting a Government approved organisation inspection may request access to them.



PARENTS/GUARDIANS COMPLAINT FORM

To: _____ (Head of Service/ Organisations Representative who will acknowledge receipt and explain what action will be taken).

Your name: _____

Pupil's name: _____

Relationship to the Pupil: _____

Address: _____

Postcode: _____

Day time telephone number: _____

Evening telephone number: _____

Please give details of your complaint and desired outcome:

