

Procedure	Complaints Procedure		
Associated Policies	AOP03	Procedure Number	AOP03v03
Author (s)	L Sharrock		
Issue Date	January 2024	Review Date	Reviewed February 2026  Next review date: January 2027
Number of Complaints	1 complaint		

THIS PROCEDURE WILL OUTLINE THE PRACTICE FOR RAISING A COMPLAINT, ABOUT THE SCHOOL

### 1.0 Introduction

The School is committed to a partnership approach and as a result if any young person, parent, placing authority or member of the wider community has a concern about any aspect of our school, everything will be done to try to resolve these concerns as soon as possible through informal discussion and consultation. In the unlikely event that the matter cannot be resolved, our Complaints procedure will be used.

This procedure should be read in conjunction with Ribble Autism School’s procedures on:

- Counter Bullying
- Safeguarding Procedures
- Whistle Blowing procedure
- Grievance procedure

### 2.0 Philosophy & Principles

The ethos of Ribble Autism School is to provide a high standard of education and care in a safe environment. In order to provide this, the school is happy to receive and discuss any comments, suggestions or complaints.

It is in the best interest of the school to provide a procedure that will respond promptly and fairly to any worries or concerns that are raised.

Comments and complaints will be treated confidentially and taken seriously. Anonymous comments and complaints will be treated in the same way.

### 3.0 Responsibilities

The body with responsibility for regulation and inspection is OFSTED. Therefore, they will be copied into any serious complaints or may be contacted direct as follows:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone Number: 0300 123 1231. Email Address: enquiries@ofsted.gov.uk

#### **4.0 Procedures and Practice for Staff**

All staff are encouraged to resolve any issues or problems through their line manager or any other senior member of staff if preferred. A supervision meeting may be requested for this purpose. See Grievance Policy and Whistleblowing procedures.

Minor issues should be raised at a team meeting or end of day meetings. The Headteacher will address all issues weekly.

A local resolution is actively encouraged.

#### **5.0 Procedures and Practice for Parents**

There are three stages of the complaints procedure and where possible we attempt to resolve minor concerns by the next working day.

##### Stage 1

In the first instance, the child's teaching assistant or class teacher should be contacted. At this point the teaching assistant/class teacher will discuss any problems or concerns and attempt to resolve any differences.

If they are unable to resolve it, then the Headteacher will take responsibility to resolve the complaint by the next working day in an informal and conciliatory manner.

##### Stage 2

If at this stage the complainant is still dissatisfied, they can put their complaint in writing to the Regional Director.

A letter of acknowledgement will be sent within two working days of receipt.

A meeting will be held with the parties concerned if this is required and the complainant is invited to attend the meeting. The Regional Director will aim to respond fully within 20 working days

##### Stage 3

Complaints that are unable to be resolved in Stage 2 will be heard by a panel hearing. The panel will be appointed by or on behalf of the proprietor and will consist of at least three people who are not directly involved in the matters detailed in the complaint. In addition, the proprietor will ensure that in a panel hearing of the complaint at least one panel member is independent of the management and running

of the school. The panel hearing will invite a parent to attend and be accompanied if they wish. The panel will make their findings and recommendations within 20 working days and a copy of those findings and recommendations is provided to the complainant and where relevant the person complained about.

Complaints that are not resolved satisfactorily could be referred to the Local Government Ombudsman.

## **6.0 Recording**

A record is kept at the school of all complaints. These records are kept securely in a confidential file. The records are indexed in the School's Complaints Book which is kept in a confidential file at the school site. The information kept in the Complaints Book and the confidential file is only made available to the inspectors of regulatory bodies, or to the Secretary of State, on request.

An electronic record of all complaints is also kept on the Aspris Engage Corporate Governance system.

## **7.0 Pupils concerns and complaints**

Staff are always alert to observe changes in behaviour or mood and identify patterns that may indicate someone is unhappy or that something is wrong. All pupils will receive information advising them how to raise a concern in a format that they can easily understand.

The young person's feelings, where appropriate, are also recorded for Annual Review through a format called "Views of the pupil". The class teacher and key worker will facilitate this.

## **8.0 Evaluation of the procedure**

This procedure will be evaluated annually based upon a combination of measures including:

Young person's views where appropriate.

Family views

Professional judgement

Staff views – only practitioners and seniors

Number of comments and complaints