

<b>Local Procedure Title</b>	<b>Complaints</b>
<b>Service</b>	<b>Strathmore college</b>
<b>ACS Policy number and title</b>	<b>AOP03</b>
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<b>Local Procedure Ratification</b>	Checked and Approved by: Danielle Samuel

THIS PROCEDURE WILL OUTLINE THE PROCEDURE AND PRACTICE FOR RAISING A COMPLAINT, COMMENTING ON OR COMPLIMENTING THE COLLEGE.

### 1.0 Introduction

The college 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 college everything will be done 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.

### 2.0 Objectives

The ethos of Strathmore college is to provide a high standard of education and care in a safe environment. In order to provide this the college is happy to receive and discuss any comments, suggestions, complaints and compliments.

It is in the best interest of the college 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

Complaint ownership remains with the Principal throughout the process. Complaints should be addressed and resolved at service level whenever possible. All complaints are to be recorded on the Electronic Reporting System.

If the Principal is unable to resolve the complaint will move to the Regional Director and then the CEO. Solicitors letters should be forwarded to [legalmailbox@aspris.com](mailto:legalmailbox@aspris.com). (AOP03 6.4)

The body with responsibility for regulation and inspection is OFSTED.

### 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 at any time. See AHR043 Grievance Policy and AOP21 Whistleblowing.

A local resolution is actively encouraged. (AOP03 1.4)

### 5.0 Procedures and Practice

There are 4 stages of the complaints procedure and where possible we attempt to resolve minor concerns with a local resolution within 20 working days.

Stage 1 local resolution.

Stage 2 will be an internal review held within 6 x months if stage 1 failed.

Stage 3 will be an independent complaint panel.

Stage 4 will be to contact the Ombudsman.

### 6.0 Recording

A record is kept at the college of all complaints. These records are kept securely in a confidential file. The records are indexed in the College's Complaints Book which is kept in a confidential file at 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 Electronic Reporting System.

**7.0 Student 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 students will receive information advising them how to raise a concern in a format that they can easily understand.

Complaint Notices, explaining how a Young Person is able to access the complaints process and register comments and compliments are prominently displayed in each unit. (AOP03 4.1)

**8.0 Compliments**

When a compliment is received it is entered in to the Compliments Book. The Principal, line manager and individual concerned are all notified.

A letter is sent to the originator of the compliment thanking them for their comments.

**9.0 Evaluation of the procedure**

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

Young persons views where appropriate.

Family views

Professional judgement

Staff views – daily practitioners and seniors

Number of comments and complaints

**Local Procedure Review History:**

Date Reviewed	Reviewer	Summary of revisions