

<b>Local Procedure Title</b>	Local Complaints Procedure
<b>Service</b>	<b>Unsted Park School</b>
<b>ACS Policy number and title</b>	AOP03 / 08 / Complaints
<b>Local Procedure template reference</b>	
<b>Local Procedure date</b>	Sept 2025
<b>Local Procedure review date</b>	Sept 2026
<b>Local Procedure Author(s)</b>	Shane Kenny, Jamie Dowsett
<b>Local Procedure Ratification</b>	Checked and Approved by:

<b>1. Purpose</b>
This procedure ensures that all complaints received at Unsted Park School are managed effectively, fairly, and in line with the Aspris AOP03 Complaints Policy. It promotes a culture of openness, accountability, and continuous improvement.
<b>2. Scope</b>
This procedure applies to all complaints raised by students, parents/carers, staff, visitors, and external stakeholders regarding any aspect of the school's services.
<b>3. Key Principles</b>
<ul style="list-style-type: none"> <li>- Accessibility: Complaint information is displayed in reception and student areas. Easy-read formats and alternative languages are available upon request.</li> <li>- Timeliness: Complaints are acknowledged within 2 working days and responded to within 20 working days.</li> <li>- Confidentiality: All complaints are handled in accordance with data protection and confidentiality policies.</li> <li>- Fairness: Investigations are impartial and proportionate.</li> <li>- Learning: Complaints are used to inform service improvements.</li> </ul>
<b>4. Roles and Responsibility</b>
<ul style="list-style-type: none"> <li>- Head Teacher: Overall responsibility for complaint resolution and oversight.</li> <li>- Complaints Administrator: Appointed staff member responsible for logging complaints and maintaining records.</li> <li>- Investigating Officer: Assigned by the Head Teacher for formal complaint investigations.</li> <li>- Senior Leadership Team: Supports resolution and ensures implementation of recommendations.</li> </ul>
<b>5. Complaint Stage</b>
<p><b>Stage 1 – Local Resolution</b></p> <ul style="list-style-type: none"> <li>- Complaints received verbally or in writing are logged within 48 hours on the Electronic Reporting System.</li> <li>- Acknowledgement letter (AOP Letter: 18A) is issued within 2 working days.</li> <li>- A meeting is offered to clarify concerns.</li> <li>- Investigation is conducted using AOP Forms: 18A, 18B, and 18P.</li> <li>- Final response issued within 20 working days (or holding letter at day 15 if delayed).</li> <li>- If unresolved, complainant may request escalation to Stage 2.</li> </ul> <p><b>Stage 2 – Internal Review</b></p> <ul style="list-style-type: none"> <li>- Request must be made in writing within 6 months of Stage 1 response.</li> <li>- Review conducted by an Area Director not involved in Stage 1.</li> <li>- Outcome communicated within 20 working days.</li> </ul> <p><b>Stage 3 – Independent Complaint Panel</b></p>

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- Applicable to Education & Children's Services.
- Panel includes independent members and meets at a mutually agreed time.
- Findings and recommendations are shared with all relevant parties.

**Stage 4 – Ombudsman**

- If dissatisfaction remains, complainant may refer to the Ombudsman within 6 months of Stage 3 decision.

**6. Record Keeping**

- Complaints are logged on the Electronic Reporting System and a local summary log is maintained.
- The Head Teacher reviews the complaints register quarterly.
- Records are kept confidential and available for inspection by regulatory bodies.

**7. Additional support**

- Students may raise concerns via staff, parents/carers, or independent visitors.
- Advocacy services are signposted on notice boards.
- Complainants may be accompanied by a supporter throughout the process.

**8. Unacceptable behaviour**

- Managed in line with Section 12 of AOP03.
- Behaviour plans may be implemented for persistent or abusive complainants.
- Legal action may be considered in extreme cases.

**9. Monitoring and review**

- This procedure is reviewed annually or following significant complaints.
- Feedback is welcomed via Unsted Park School Office or [AsprisGovernanceHelpdesk@Aspris.com](mailto:AsprisGovernanceHelpdesk@Aspris.com).

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<b>Contents Checklist</b> (Local Services may add additional items – this is a core list)			

**Local Procedure Review History:**

<b>Date Reviewed</b>	<b>Reviewer</b>	<b>Summary of revisions</b>