



## ***iMap Education***

# **School Policy**

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| Section       | School Policies   |
| Policy Number | SP-018            |
| Policy Name   | Complaints Policy |

| Creation Date | Review date | Next Review date | Nominated Reviewer |
|---------------|-------------|------------------|--------------------|
| 01.08.16      | 01.09.21    | August 2022      | S Beddow           |

## **POLICY / GUIDANCE FOR DEALING WITH COMPLAINTS**

***Please note that if you have a concern that is of a safeguarding nature then the 'Allegations against Staff' Policy is the appropriate procedure to follow***

### **1.0 Introduction**

This policy guidance is written with due regard to current legislation '**Best Practice Advice for School Complaints Procedure**' (DfE June 2020). This policy fully supports The Education (Independent Schools Standards) Regulations 2010.

### **2.0 Concern or complaint**

There is a difference between a concern and a complaint. It is generally considered that a concern is an 'expression of worry or doubt over an issue considered to be important for which reassurance is sought'. A complaint is 'an expression of dissatisfaction, however made, about actions taken or a lack of action'. At iMap School we recognise this difference but strive to resolve all concerns and complaints in the same supportive, sensitive and rigours manner

### **3.0 Context**

At iMap School we wish to maintain an open and transparent communication with all stakeholders and particularly all our student's families. We like to listen and hear any concerns and would encourage these at all times. We are happy to clarify the concerns of students, stakeholders, families or members of the general public including our local community. All are free to make use of our complaints procedure.

From time to time there may be issues which an individual may become worried about, not happy with or which they need explained more clearly. At iMap School we do our best to be accessible and to speak to resolve any issue as quickly as possible. We understand that an informal conversation can usually resolve any misunderstanding or concern before it develops any further.

### **4.0 The Complaints Procedure**

This document is our policy guidance to set out our procedure for addressing complaints. If anyone has any concerns about the school or the education provided, or any other issue you would like further explanation for then they should discuss the matter with the student's class teacher in the first instance at the earliest opportunity.

It is understood by iMap School that people can form good relationships with members of staff at school not just the class teacher. If an individual feels more comfortable raising a concern to another member of the school staff team this is acceptable to do

so. Those members of the school staff team that has heard the concern should in turn should communicate and raise the issue to the class teacher on behalf of the individual with the concern.

The school will give careful consideration to all issues raised to them and deal with them fairly and honestly. We will provide sufficient opportunity for any issue to be fully discussed and aim to resolve it through open dialogue and mutual understanding.

## **5.0 Informal Procedures**

### **Stage One**

If an individual is worried about any aspect of iMap School's operations they should contact the school who will be happy to discuss this fully. They will be offered an appointment, so that issues can be discussed further if this is what they would like. The individual raising the concern may be happy to just raise this over the phone and for it to be resolved. A member of iMap School teaching staff must make contact with the individual raising a concern the same day.

Hopefully this will resolve the situation quickly. Staff are always happy to do their very best to resolve difficulties and complaints.

### **Stage Two**

Where the individual with a concern has met with a member of iMap School teaching staff and Principal has spoken to resolve issues and they still feel that the issue has not been resolved to their satisfaction they can then move to the more formal procedures as follows.

## **6.0 Formal Procedures**

This will be used only when informal attempts to resolve problems have been unsuccessful.

### **Stage One**

If an individual raising a concern feels that this issue has not been addressed to their satisfaction through informal approaches and informal discussions as outlined above and they wish to have the matter formally investigated by an appropriate person from iMap School, they should write to the Principal outlining their concerns.

**Matters concerning:-**

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school
- will be formally investigated by the Principal or a senior member of staff nominated by the Principal such as an SLT member.

**Matters concerning**

- the actions or inactions of the Principal

In the case of an unresolved concern involving the Principal at iMap School then a member of the iMap Centre management will investigate

**Stage Two – iMap Review**

If the individual raising a concern considers that even after having fully discussed issues with the Principal, their issues have still not been resolved to their satisfaction then they may submit written evidence to the iMap Centre Managers.

The formal complaint will then be investigated by iMap Centre Management and the individual may be invited to attend a meeting to discuss the issues further.

The iMap Centre Manager carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. They will normally write to the individual raising the concern with the outcome of this process within fifteen working days of receiving the complaint.

**Stage Three – Panel Hearing**

If the individual is not satisfied with the result from the management review they should escalate this further and make iMap School aware that they are still not satisfied with the result of their complaint's investigation.

A new panel consisting of two iMap Centre managers who have no detailed prior knowledge of the complaint or any connection with the individual and one person independent of the management and running of the school, will be invited to meet to consider the complaint and make a final decision about it on behalf of iMap. The panel meeting will normally take place within fifteen working days of the request.

The individual will have the opportunity to submit written evidence about the complaint prior to the meeting of the panel and also to attend, accompanied by a

friend/partner if necessary, to put forward their case. The Principal will be given the same opportunities.

The panel will write to the individual with its conclusion within ten working days of the meeting.

The decision of the panel is final.

If the parent/carer is not satisfied with the way the panel has dealt with the matter they may wish to put their complaint to the education regulator:

Ofsted  
Piccadilly Gate  
Store Street  
MANCHESTER  
M1 2WD  
0300 123 1231  
[enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)

## **7.0 Monitoring and review**

iMap School monitors the complaints procedure and supporting policies, in order to ensure that all complaints are handled properly. The Principal ensures that a record of all formal complaints received by the school is logged with details on how they were resolved.

## **8.0 Availability**

A copy of this procedure is available on request.

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