



**SPECIALIST SCHOOLS TRUST (SST)
"THE TRUST"**

Title: Complaints

Lead Reviewer: Deputy Headteacher

Who this is aimed at: Whole school community

Version	Reason for Change
V3	May 2017 Review due. Changes made to types of meetings held on site.
V4	Reviewed March 2020
V5	Reviewed February 2023

Date Initially Implemented	
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Frequency of review	3 yearly	Review due	2026
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Policy Statement

At Rosewood free School we set high standards in all aspects of the education, therapy, and care of our pupils. We endeavour to work with each other, parents, professionals, students, and volunteers in a transparent and open manner.

There might be times however, when you wish to complain about our service or make a comment that helps us to improve what we do. All complaints are treated seriously.

It is important to us to understand what people want, and that nobody feels that we have not listened to them.

Application

This Policy applies to the whole school community including: Parents and Carers, Onsite and visiting professionals, Staff, Students, Volunteers and visitors

Parents:

- Making a complaint will never affect the education and care that your child will receive from us.
- Open communication between you and the class team and other professionals is actively encouraged and promoted through the home/school book, telephone or email contact, or Class Dojo.
- If you are unable to use these systems to meet your concern or you would like to make a complaint, in the first instance contact the Head teacher. You can do this by talking to or writing to the Head teacher at Rosewood Free School.
- Your complaint will be acknowledged by the Head teacher within 3 working days and a response made within 7 working days, which will outline the course of action to be taken.
- If contact with the Head teacher does not resolve the problem, you can contact or the complaint be referred on to the Chair of Governors, who will consider it and seek to resolve the issue within 28 working days. If it is going to take any longer you will be informed by the Chair of Governors.
- If you still feel the problem is not resolved, then you can take your complaint to the body that provides funding for the school. This will be your Local Authority. We will be able to advise you who to contact.

- If you remain dissatisfied with how the Local Authority has responded, the Local Government Ombudsman may be able to help you.

On site and Visiting Professionals:

- It is the school's belief that as a professional involved in our pupils' wellbeing, you should be treated in a respectful and professional manner.
- We actively encourage professional dialogue and open exchange of opinion. There are times when perceived priorities for a pupil may be different according to the professional expertise and knowledge involved, at such times we encourage negotiation and using the processes of multi-disciplinary meetings, Education Health and Care Plans review, Team Around Families meetings, Child In Need meetings, Team Around Child meetings, 6 monthly reviews, pre & post admission meetings and class meetings to exchange these views openly.
- We actively want our parents to be involved in the education of their child and their priorities can be different from the professional views. At such times, these should be sensitively dealt with. Ideally a professional should be meeting with a parent prior to a formal meeting if the content of their report or their professional opinion is likely to challenge parents.
- If you have a concern over any aspect of school life, or feel there is an area we could improve on, you should address this in the first instance to the Head teacher.
- Your complaint will be acknowledged by the Head teacher within 3 working days and a response made within 7 working days, which will outline the course of action to be taken.
- If contact with the Head does not resolve the problem, the complaint can be referred on to the Chair of Governors, who will consider it and seek to resolve the issue within 28 working days. If it is going to take any longer you will be informed by the Chair of Governors in writing.

Staff:

- We want the school to be a learning environment where all our staff feel equally valued and listened to. As part of a smaller team within the whole school team there may be times when you feel the need to be heard.

- All staff are encouraged to use existing forms of communication, end of the day times, class meetings and staff meetings to raise concerns. The Senior Leadership team have an open-door policy to staff and are open to receiving staff feedback and staff discussing their concerns in a safe environment.
- There are policies in place covering Grievance and a Single Equalities Policy and Plan that cover staff feeling unfairly treated or not represented.

Students and Volunteers:

- We actively support students and volunteers on placement and acknowledge the contribution they make to the running of the school. We want your placement with the school to be beneficial to you and your career needs. Each volunteer and student is allocated a Class Teacher with whom they will be placed. Any concerns or complaints should always initially be passed to them, and they will listen and respond as appropriate.
- If either you, as a student/volunteer or they as class teacher do not feel the matter is resolved then it can be referred on to the Head teacher.
- Your complaint will be acknowledged by the Head teacher within 3 working days and a response made within 7 working days, which will outline the course of action to be taken.
- If contact with the Head does not resolve the problem, you can contact or the complaint be referred on to the Chair of Governors, who will consider it and try to resolve the issue within 28 working days. If it is going to take any longer you will be informed by the Chair of Governors in writing.

The Head teacher will keep a record of complaints and outcomes, and this will be monitored by the Governing Body. The file of complaints will be kept in the Head teacher's Office and remain a confidential record that will be only looked at by the Governing Body and if requested by funding authorities and/ or OFSTED.

Concerns, Disputes & Complaints Register
STRICTLY CONFIDENTIAL

Date Received	Description of Concern, Complaint or Dispute	Action Taken & Date	By Whom	Monitored By Chair of Governors & Action if required	Resolution & Date

Related Documents

This document should be read in conjunction with other Trust Policies, including those relating to Grievance, Equal Opportunities, Equality and Whistleblowing.

Complaints

Any employee is entitled to make a complaint in respect of any breach of this Policy through the Trust's Grievance Policy and Procedure.