




Trafford Alternative Education Provision



# Complaints Policy

**2022**

Policy Name:	Complaints Policy
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Person Responsible:	Lynda Thompson Executive Headteacher
Approved By:	Trafford Alternative Education Management Committee
For Action By	Senior Leadership Team
For Information to:	All Staff Parents/carers Pupils
General Data Protection Regulations (GDPR)	This policy document has been reviewed in compliance with GDPR (May 2018)  Lynda H Thompson, Executive Headteacher  



## Trafford Alternative Education Provision



### **Our Mission Statement:**

Trafford Alternative Education Provision is committed to providing....

A 21<sup>st</sup> Century education that promotes the academic, emotional and social development of our pupils. Our aim is to create a holistic, nurturing and inspiring environment where pupils are supported and encouraged to take charge of their lives, their learning and their decisions. Every pupil will have an understanding of their personal journey, challenges and future opportunities. All will be encouraged to become independent thinkers and learn to value and respect others thus enabling them to meet the challenges of the wider world. In partnership with parents, carers, schools and outside agencies we will provide pupils and staff with a positive and supportive learning experience.

We will achieve our vision by constantly thinking about the bigger picture, working as one team, valuing our staff and their continual development and by frequently reviewing, debating and developing the curriculum.

## **1. Introduction**

We believe that Trafford Alternative Education provides a good education for all our children and young people, and that the staff work very hard to build positive relationships with all parents/carers and schools. However, Trafford Alternative Education is obliged to have procedures in place in case there are complaints by parents/carers or schools. The following policy sets out the procedure that the Trafford Alternative Education Provision School follows in such cases.

If any parents/carer or school is unhappy with the education that their child is receiving, or has any concerns relating to Trafford Alternative Education, we encourage that you talk to the school immediately.

We deal with all complaints in accordance with procedures set out by the Local Authority. If Trafford Alternative Education cannot resolve the complaint, those concerned can ask the Local Authority to intervene.

All parents/carers have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

## **2. Aims and Objectives**

Trafford Alternative Education aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **1. The Complaints Process**

#### How to share a concern

- 1.1 If a parent/carer or school is concerned about anything to do with the education that we are providing, they should, in the first instance, discuss the matter with the Deputy Headteacher. Most matters of concern can be dealt with in this way. All staff work very hard to ensure that each child is happy, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

#### What to do if the matter is not resolved through informal discussion

1.2 Where a parent/carer or school feels that a situation has not been resolved through contact with the Deputy Headteacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Executive Headteacher who will the complaint is investigated thoroughly. Most complaints are normally resolved at this stage.

#### Sharing a concern about the Executive Headteacher

1.3 Should a parent/carer or school have a complaint about the Executive Headteacher, s/he should first make an informal approach to one of the members of the Management Committee who is obliged to investigate it. The member in question will do all s/he can to resolve the issue through a dialogue with the Trafford Alternative Education Provision School but if a parent/carer or school is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

#### How to take the matter further

1.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Management Committee. This complaint must be made in writing, stating the nature of the complaint and how the Trafford Alternative Education Provision School has handled it so far. The parent/carer or school should send this written complaint to the Chair of the Management Committee

1.5 The Management Committee must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The Trafford Alternative Education Provision School gives the complainant at least three days' notice of the meeting.

1.6 After hearing all the evidence, the members consider their decision and inform the parent/carer about it in writing. The members do all they can at this stage to resolve the complaint to the parents/carer's or schools satisfaction.

#### Who to appeal to next

1.7 If the complaint is not resolved, a parent/carer or school may make representation to the LA. Further information about this process is available from the Trafford Alternative Education Provision School or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

1.8 If any parent/carer is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

## **2. Monitoring and Review**

2.1 The Management Committee members monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Executive Headteacher logs all complaints received by the Trafford Alternative Education Provision School and records how they were resolved. Management Committee members examine this log on an annual basis.

2.2 Management Committee members take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents/carers, so that they can be properly informed about the complaints process.

