



**Trafford Medical Education Service**

**Engage Motivate Inspire**

# **Complaints Policy**

A large, abstract graphic composed of overlapping, semi-transparent geometric shapes in shades of blue, grey, and white, resembling a stylized landscape or architectural structure. The year '2015' is prominently displayed on the right side of this graphic.

**2015**

**This policy was reviewed and ratified by Management Committee**

**Date: 30<sup>th</sup> September 2015**

## **Our Mission Statement**

*Trafford Medical Education Service School is committed to providing....*

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A 21<sup>st</sup> Century education that promotes the academic, emotional and social development of our students. Our aim is to create a holistic, nurturing and inspiring environment where students are supported and encouraged to take charge of their lives, their learning and their decisions. Every student 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 Trafford Medical Education Service provides students 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.

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### **1. Introduction**

- 1.1 We believe that our Trafford Medical Education Service 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, the Trafford Medical Education Service 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 Medical Education Service follows in such cases.
- 1.2 If any parents/carer or school is unhappy with the education that their child is receiving, or has any concerns relating to the Trafford Medical Education Service, we encourage that person to talk to the child's case manager immediately.
- 1.3 We deal with all complaints in accordance with procedures set out by the LA. If the Trafford Medical Education Service cannot resolve any complaint itself, those concerned can ask the LA to intervene.
- 1.4 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**

2.1 Trafford Medical Education Service 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.

## **3. The Complaints Process**

### How to share a concern

3.1 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

3.2 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 Head Teacher who considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

### Sharing a concern about the Headteacher

3.3 Should a parent/carer or school have a complaint about the Head Teacher, 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 Medical Education Service, 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

3.4 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 Medical Education Service has handled it so far. The parent/carer or school should send this written complaint to the Chair of the Management Committee

3.5 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 Medical Education Service gives the complainant at least three days' notice of the meeting.

3.6 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

3.7 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 Medical Education Service 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.

3.8 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.

#### **4. Monitoring and Review**

4.1 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 Medical Education Service and records how they were resolved. Management Committee members examine this log on an annual basis.

4.2 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.

#### **Trafford Medical Education Service**

Person Responsible: Lynda H Thompson

Signed:

Date: September 2015







## Trafford Medical Education Service

<b>Lynda Thompson</b>	Executive Headteacher		
Senior Leadership		Helen Holmes	Acting Deputy Headteacher
<b>Middle Leaders</b>		Kevin Smith	TLR Data MES
		Jasmine Boyes	TLR SENCo
		Mary Sullivan	TLR Pastoral and Provision
<b>Teachers</b>		Lihung Chew	Teacher
		Saleha Qureshi	Teacher
		Pauline Dye	Teacher
		Judith Alexander	Home Tutor
		Barry Studholme	Home Tutor
		Gill Smith	Home Tutor
		Joan Johnstone	Home Tutor
<b>Teaching Assistants</b>		Karen Murray	Teaching Assistant
		Carol Polhill	Teaching Assistant
<b>Support Staff</b>		Pastoral Co-ordinator	Bernie Meagh
		Susan Carlton	Business Manager
		Judy Cuppello	Admin Officer



	Phil Hatch	Site Manger
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