



# Complaints Policy

## Related documents include:

- Student Handbook
- Helplines Poster
- 'Who to turn to if you have a problem' poster

## Legal Status:

## Monitoring and Review

- This policy will be subject to continuous monitoring, refinement and audit by the Principal
- The Principal will undertake a formal annual review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.
- The next official date for review is **September 2020**

## Introduction – Definition of a 'complaint'

A '**complaint**' is considered to be an expression of dissatisfaction with the services provided by the College or with a member of the staff or anything else related to what Abbey College should or shouldn't be doing when referring to a student's stay with the College, including pre-arrival.

## Complaints Procedure

If you have a complaint, you should first speak to a relevant member of staff, which could be your teacher or House Parent, for example. At this stage the complaint will be considered on an informal basis though a member of staff will record in writing the basic details of the complaint and file it appropriately or discuss it with their Line Manager. If you are still unhappy, follow **the Complaints Procedure** shown in Appendix 1 and put your complaint in writing. This procedure is also displayed outside Student Services and in each of the residential houses.

We would like you to allow us the chance to resolve your complaint first. If you have tried everyone, including the Directors, and your complaint is still not resolved, it will be referred to the Independent Person within three weeks of your complaint initially being raised.

**The Independent Person** is a person who acts like a referee and gives all students a channel through which they can raise complaints against the College or staff. This person can approach the College on behalf of a student who has a problem or complaint. The College has selected a person who has experience of young people and knowledge of the College. That person, however, is not an employee of the College and will handle each complaint as and how it seems appropriate. The College undertakes to listen very carefully to any recommendations made by the Independent Person and to act upon them.

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You can contact the Independent Person:

- By telephoning the Independent Person directly (see the Complaints Procedure for the details)
- By emailing the Independent Person (the address can be obtained either from Student Services or the Principal)

The Independent Person will require you to put your problem into writing and will try to solve your problem within ten days of the written material being received. If they are unable to resolve the problem to your satisfaction, then the problem will be passed to a panel appointed by one of the College Directors. The panel will comprise of a minimum of three people that have not yet been involved in the attempted resolution of the problem. At least one member of the panel will be independent of the management and running of the school.

The panel will convene between two and three weeks after the Independent Person has requested that it meet. Students or parents involved in the problem being discussed may attend the panel's meetings, the times of which will be publicised well in advance; parents may be accompanied if they wish. The panel will produce written findings and recommendations at the end of its deliberations which will be made available to all concerned parties.

Written records are kept of all complaints indicating when they were resolved. All correspondence, statements and records of complaints are kept confidential.

## OFSTED

OFSTED is an organisation set up by the British government to check the quality of care given to children in schools and other institutions in the UK. If you have followed the Complaints Procedure but still feel, after you have dealt with the Independent Person and panel and given them a chance to resolve it, that your complaint has not been sorted out, you may telephone OFSTED on the number given in the Complaints Procedure.

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## Appendix 1:

# Complaints Procedure

