

# Woodside Group Compliments & Complaints Policy



# Woodside Group Compliments & Complaints Policy

Document Owner: Safeguarding & Compliance Lead  
Date of issue: Jan 2011  
Last date of review: September 2020  
Next scheduled review: September 2021

# Woodside Group

## Compliments & Complaints Policy

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#### 1. Compliments Policy

The purpose of this Compliments Policy is to ensure that compliments received from young people, staff, parents/carers, local authorities and other external parties are properly recorded, acknowledged (where appropriate) and conveyed to the individuals being thanked and to all other interested parties. A compliment may refer to young people or staff and may relate to an individual, a group/team or the School as a whole.

Compliments and expressions of appreciation are valuable in monitoring the effectiveness of Woodside Group's sites and can provide useful learning points and examples of good practice which can be shared throughout the organisation to promote our young people's self-esteem and encourage staff to continue to provide and improve on the excellent provision we offer.

An individual wishing to make a compliment can do so either:

- a. In person
- b. By telephone
- c. By e-mail to [woodsidemail@woodsidelodgeolc.co.uk](mailto:woodsidemail@woodsidelodgeolc.co.uk)
- d. By post

All compliments should be brought to the attention of one of Directors of Woodside Group and to the appropriate staff as referenced below, who will in turn, ensure such feedback is acknowledged (where appropriate) and conveyed to all interested parties.

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Compliments should be shared with the following people, broken down by site:

Woodside Lodge OLC/Stonehurst - One of the Directors of Woodside Group, Headteacher/Proprietor (Jonathan Lakin), Head of Base for the relevant base.

Brickyard Barn OLC - One of the Directors of Woodside Group, Proprietor (Jonathan Lakin), Headteacher (Angie Compton)

Where a specific individual is identified, a record of any such compliment will be entered in their personal file.

### **2. Complaints procedures for children**

The aim of the School procedure is to resolve complaints wherever possible to the satisfaction of the child.

No action will be taken against a child making a complaint simply because they have made a complaint. Any person who is the subject of a formal complaint is precluded from taking any responsibility for resolving or responding to the complaint.

Children may be accompanied by another person to support them when making a complaint.

At each stage of the process the complaint will be dealt with, if possible, within 10 days of the referral being made. An extension to this limit may be agreed, where necessary; however, all complaints will be fully responded to within a maximum of 28 days and children will be kept informed of the progress.

#### ***Stage One: Informal Resolution***

At any time, a child (with support from an agreed adult if requested) should take reasonable steps to resolve problems directly and immediately with the person concerned but any young person may have the matter pursued further if not satisfied with the proposed informal resolution.

#### ***Stage Two: Entry in the 'Student Comments' Book (Informal Complaint)***

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In the event that a child is not satisfied with the proposed informal resolution, or if a child feels they would like their views recorded, but does not wish to make a formal complaint; they may write them in the 'STUDENT COMMENTS' Book.

Any entry made in the 'STUDENTS COMMENTS' Book under the complaints procedure must be addressed by the Head of Base in the relevant Leicestershire base, or the Headteacher for BBOLC.

If, upon investigation, the matter is considered to be more serious than originally anticipated it may be referred to the Proprietor/Headteacher (Jonathan Lakin), and addressed under the formal complaints procedure outlined below.

### **Stage Three: Entry in the 'Complaints Book for Pupils Only' (Formal Complaint)**

In the event of a child not receiving satisfaction by using the 'STUDENT COMMENTS' Book or the matter is considered to be more serious, they may make a formal complaint.

Any formal complaint must be recorded in writing and forwarded to the Safeguarding and Compliance Lead (acting in the capacity as Complaints Co-ordinator), Dan Long. Children may ask for help with the writing of their complaint. All formal complaints must be recorded in the 'COMPLAINTS BOOK FOR PUPILS ONLY'. If the complaint is of a safeguarding nature, this will be dealt with via the normal school safeguarding protocol/procedures.

If the complaint is against the Head of Base(Leicestershire)/Headteacher (Warwickshire) or the Complaints Coordinator, they should ask to see the Director of Operations or Director of Education. In the absence of both the Director of Operations or Director of Education, the Proprietor/Headteacher (Jonathan Lakin) is responsible for dealing with the complaint.

Any child can ask at any time to see any member of the Leadership Team, or can ask for a sealed letter to be given to them, which will only be opened by them.

During this phase, if the pupil wishes, an Independent Listener, will be informed and invited to assist the child.

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### **Stage Four: Complaints Panel**

Where the child wishes to take their complaint further, it will be considered by a Panel consisting of at least three people who were not directly involved in previous consideration of the complaint including:

- A member, or members, of Woodside Group Leadership Team
- A person/persons independent of Woodside Group e.g. Independent Listener/ Social Worker.

Members of the Panel must not have been directly involved in the matters detailed in the complaint.

Unless the complaint is against them, findings and recommendations made by the Panel will be given to the complainant, Head of Base/Headteacher, Complaints Coordinator and, where relevant, the person complained against.

Any correspondence, statements and records relating to individual complaints will be kept confidential except from Inspectors conducting Inspections under the Education Act 2002 or the Education and Inspections Act 2006 and Data Protection Act 1998.

**When necessary, relevant issues will always be brought to the**

**notice of:**

- a) The Appropriate Authority (i.e. The Referring Authority)
- b) The Parents / Carers
- c) Office for Standards in Education, Children's Services and Skills (Ofsted)

**NB: All complaints concerning allegations of child abuse will always be brought immediately to the attention of Leicestershire Children's Social Care and the**

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### **Referring Authority in accordance with the school's 'Safeguarding and Child Protection Policy'.**

A child may pursue a complaint by other methods, e.g. by telephone or by writing a letter to the Independent Listener (Sam Oldman) or an officer of the Referring Authority or another appropriate person, or the Office for Standards in Education, Children's Services and Skills (Ofsted).

The telephone numbers of Childline, the Office for Standards in Education, Children's Services and Skills (Ofsted), the NSPCC and Leicestershire Children's Services (Office Hours and Out of Hours) are displayed in a prominent position.

The 'Complaints Book For Pupils Only' and a copy of this policy document are kept in the Admin Office and are open to inspection by children, staff, parents and others, as appropriate.

Wherever the complaint is to be reported to any outside authority or parents, the Referring Authority will be informed, a specific named person will be consulted immediately and invited to take part in any discussions that ensue.

The Complaints Coordinator and Head of Base(Leicestershire)/Headteacher (Warwickshire) have responsibility for the proper operation and monitoring of this Complaints procedure.

### **3. Complaints procedures for parents, carers, significant others, independent visitors, officers from referring authorities, staff and external people/bodies (e.g. those from neighbours, police etc.)**

Any person who is the subject of a formal complaint will not be responsible for resolving or responding to it.

Woodside Group is happy to provide access to an advocate in order that a complainant may be supported.

At each stage of the process the complaint will be dealt with, if possible, within 10 days

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of the referral being made. An extension to this limit may be agreed where necessary. However, all complaints will be fully responded to within a maximum of 28 days and the complainant kept informed of the progress.

### **Stage One: Entry in the 'Complaints Book for Parents/Other Stakeholders' (Informal Resolution)**

Where an individual wishes to make a complaint in person or by telephone, a senior member of staff/Headteacher will take reasonable steps to resolve the complaint directly, but any complainant may have the matter pursued further if not satisfied with the proposed informal resolution.

If the complaint is resolved at this stage, it should still be recorded in the '*Complaints Book for parents, carers, significant others, independent visitors, officers from referring authorities, staff and external people/bodies incorporating complaints against Woodside Group staff*'.

Where a parent/other stakeholder is not satisfied with the response to the complaint by the school in an informal capacity, the school will continue with the complaint under a formal procedure, with a written record kept. Regardless of whether, or not, the complaint is upheld, action will be taken by the school as a result of the complaint to ensure key areas are identified for improvement and that best practice is adhered to.

### **Stage Two: Written complaint given to Complaints Coordinator (Formal Complaint)**

In the event that the complainant is not satisfied with the proposed informal resolution, the complaint should be written out and given to the Complaints Coordinator.

The Complaints Coordinator will take all reasonable steps to resolve the complaint to the satisfaction of the complainant. Should this not happen, the complainant is entitled to forward it to Stage 3.

### **Stage Three: Complaints Panel**

A complaint will then be considered by a Panel of at least three people who

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were not directly involved in previous consideration of the complaint including:

- Members of Woodside Group Leadership Team
- A person, or persons, independent of Woodside Group (e.g. Independent Listener, Sam Oldman, an Officer of a Local Authority etc.)

The members of the Panel must not have been directly involved in the matters detailed in the complaint.

The Complainant may attend and could be accompanied at a Panel if they wish.

Findings and recommendations made by the Panel will be given to the complainant, Complaints Coordinator, Headteacher/Proprietor, and where relevant the person complained against.

Any correspondence, statements and records relating to individual complaints will be kept confidential except from Inspectors conducting Inspections under the Education Act 2002 or the Education and Inspections Act 2006.

When necessary, relevant issues will always be brought to the notice of:

- a) The Placing Local Authority
- b) Parents / Carers
- c) Office for Standards in Education, Children's Services and Skills (Ofsted)

**All complaints concerning allegations of child abuse will always be brought immediately to the attention of Leicestershire Children's Social Care and the Referring Authority in accordance with the school's 'Safeguarding and Child Protection Policy'.**

All complaints and their outcome are recorded in the 'Complaints Book for *parents, carers, significant others, independent visitors, officers from referring authorities, staff and external people/bodies incorporating complaints against Woodside Lodge staff*', which is kept in the School Office and is open to inspection by Officers from Placing Local Authorities, DfE and OFSTED Inspectors.

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# **Woodside Group**

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This written record will state whether the complaint was resolved at a preliminary stage or progressed to a Panel Hearing.

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