

**Woodside Group
Compliments & Complaints Policy**



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Compliments & Complaints Policy**

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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
- d. By post

All staff have an opportunity to formally record any compliments received, via the designated portal form.

All compliments should be brought to the attention of the following staff as

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referenced below. The Headteacher will ensure that such feedback is acknowledged (where appropriate) and conveyed to all interested parties.

All compliments recorded via a portal form should be shared with the following people:

- Proprietor
- Director of Education
- Director of People & Culture
- Headteacher

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 working 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 working 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.

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Stage Two: Completion of 'Learner Informal Complaint Log (Stage 2)' - for Informal Complaints

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:

- The Head of Base/Headteacher will record the complaint on a '[Learner Informal Complaint Log \(Stage 2\)](#)' - this can be accessed via the designated portal form.

A copy of the written complaint log should be provided to the child, to ensure that the information recorded is an accurate reflection of their complaint. Any of the above completed logs must be investigated/addressed by the relevant Head of Base/Headteacher.

If, upon investigation, the matter is considered to be more serious than originally anticipated it may be referred to the Head of Education, and addressed under the formal complaints procedure outlined below.

Stage Three: Completion of 'Learner Formal Complaint Log (Stage 3)' - for Formal Complaints

In the event of a child not receiving satisfaction by the completion of a 'Learner Informal Complaint Log (Stage 2)', or the matter is considered to be more serious, they may make a formal complaint.

Any formal complaint must be recorded in writing on a '[Learner Formal Complaint Log \(Stage 3\)](#)' by the Head of Base/Headteacher via the designated portal form, and submitted to the Head of Compliance (acting in the capacity as Complaints Co-ordinator). 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 a Head of Base, Headteacher or the Complaints Coordinator, they should ask to see the Director of Education. In the absence of the 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 Local 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 the local authority Children's Social Care and the 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, 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 Children's Social Care (Office Hours and Out of Hours) are displayed at the school, and/or contact details for any of the above will be provided upon request.

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The relevant complaints logs and a copy of this policy document 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 relevant Head of Base/Headteacher 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 working 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 working days and the complainant kept informed of the progress.

Stage One: Completion of a 'Parent/Other Stakeholder Complaint Log' - 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 on a 'Parent/Other Stakeholder Complaint Log', via the designated portal form

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 of the investigation process and actions

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taken. 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: Complaint forwarded to Complaints Coordinator as a Formal Complaint

In the event that the complainant is not satisfied with the proposed informal resolution, the complaint should be forwarded to the Complaints Coordinator (Head of Compliance).

In order to effectively investigate/address a complaint, parents/other stakeholders will be asked to confirm their complaint in writing, using the dedicated pro-forma (see Appendix 1).

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 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, 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:

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

All complaints and their outcome are recorded in the '**Complaints Tracker**' (managed by the Headteacher), and is open to inspection by Officers from Placing Local Authorities, DfE and OFSTED Inspectors.

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

All complaints concerning allegations of child abuse will always be brought immediately to the attention of the referring local authority Children's Social Care, in accordance with the school's 'Safeguarding and Child Protection Policy'.

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Appendix 1:

Formal Complaint pro-forma for Parents/Other stakeholders

Name of person/s making formal complaint:

.....

Role (Eg; parent, local authority etc):

.....

Name of Woodside Group School/Base involved:

.....

Please specify the exact nature of your complaint:

.....

.....

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Please describe what your desired resolution/outcome to the complaint would be:

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.....

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Date:

Signed:

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Appendix 2: Formal Complaint Investigation Report

Introduction	Investigation authorised by: [Name and role]
	Investigator: [Name and role]
	Date investigation began:
	Terms of reference: [include if they were amended and how]
	Events leading up to the investigation: [Brief overview of the matter]
Process of investigation	The investigation process: [Explain why the investigation process was invoked]

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	Evidence collected: [List all evidence collected]
	Evidence not collected: [List all evidence that could not be collected and why]
	Persons interviewed: [List all people interviewed]
	Persons not interviewed: [List any witnesses/relevant people that could not be interviewed and why]
	Anonymised statements: [If any, explain why and provide details of any enquiries into witness]

The investigation findings	Summary of written and physical evidence: [name and summarise each document contained, set out how the evidence supported or did not support your findings and why]
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	Summary of witness evidence: [name and summarise each witness statement, quote from statement where relevant, set out how the witness statement supported or did not support your findings and why]
	Facts established: [detail what the investigation has established]
	Facts that could not be established: [detail any part of the investigation that was inconclusive]
	Mitigating factors: [detail if there were any mitigating factors uncovered that are relevant to the investigation]
	Other relevant information: [detail any other information that is relevant to the matter]
Conclusion [if required]	Complaint upheld / Complaint not upheld (delete as appropriate)

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	Recommendations: [such as any action/s suggested for example, formal disciplinary action, change to process/procedures, and if there are any other recommendations related to the matter. In disciplinary matters, the investigator should not recommend a possible sanction. This should only be considered at a disciplinary hearing]
	Investigator's signature: Date:

Supporting documents	[List all documents collected as part of investigation and included in report]
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Appendix 3:

Number of compliments and complaints received by school registration:

(Academic year 2023-24)

School	Compliments	Informal complaints	Formal complaints
Woodside Lodge OLC	26	0	1
Brickyard Barn OLC (to include Starbold Farm)		0	1
Salford Farm OLC		0	0

(Academic year 2024-25 to date)

School	Compliments	Informal complaints	Formal complaints
Woodside Lodge OLC	5		
Brickyard Barn OLC (to include Starbold Farm and Cedar Barn)			
Salford Farm OLC			
Wyelands Creek OLC			
Sycamore Meadows OLC			

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