



CHESHIRE ALTERNATIVE PROVISION SCHOOL

Complaints Policy

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Date of Review	January 2023
Person/s Responsible	Shane Mahon/Lana Wild

Complaints Policy for parents/carers/guardians

INTRODUCTION

This policy and procedure is for the benefit of Cheshire Alternative Provision School's parents, guardians or carers. (Hereafter referred to as "parents")

This policy and procedure applies in respect of all complaints by parents made against Cheshire Alternative Provision School, except in respect of child protection allegations where the Cheshire Alternative Provision School Safeguarding policy and procedure applies.

Cheshire Alternative Provision School is committed to ensuring that all CAPS students receive the best possible education in a safe, comfortable and enjoyable environment. It is keen to respond quickly to any problems and to remedy any defects as soon as possible.

Parents can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially. Correspondence, statements and records will remain confidential except where the Secretary of State or a body conducting an inspection under section 162A of the Education Act 2002 (as amended) requests access to them or where any other legal obligation prevails.

Cheshire Alternative Provision School Complaints Procedure

Stage One - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

- ❖ If parents or CAPS students have a complaint they should normally contact (in writing, this can be email or a letter) CAPS Deputy Head Teacher or Pastoral Manager immediately if possible (but within three months of the issue arising which has resulted in the parent/student wanting to make a complaint). In many cases, the matter will be resolved straightaway by this means to the students' or parents' satisfaction. If CAPS Deputy Head Teacher or Pastoral Manager cannot resolve the matter alone, it may be necessary for him/her to consult other staff, the Head Teacher, and/or Governors.

- ❖ **Complaints made directly to CAPS Head Teacher will usually be referred back to CAPS Deputy Head Teacher unless the Head Teacher deems it appropriate for him/her to deal with the matter personally.**

- ❖ **CAPS Deputy Head Teacher will make a written record of all concerns and complaints and the date on which they were received. These records will be kept for one year after the student has left Cheshire Alternative Provision School.**

- ❖ **Cheshire Alternative Provision School will use its reasonable endeavours to resolve any informal complaints within ten working days of them being raised, except where they are raised in school holidays Cheshire Alternative Provision School will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).**

- ❖ **Should the matter not be resolved as referred to above, or in the event that the CAPS Deputy Head Teacher and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage Two of this Procedure.**

Stage Two - Formal Resolution

- ❖ **If the complaint cannot be resolved on an informal basis as set out above, then parents should put their complaint in writing to the Head Teacher. The Cheshire Alternative Provision School Head Teacher complaint should be expressed clearly and courteously.**

- ❖ **The Head Teacher will investigate the complaint and will decide the appropriate course of action to take. In most cases, the Head Teacher will meet or speak with the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage. PLEASE NOTE: parents are welcome to have another supporting adult to accompany them to any meetings or telephone conversations.**

- ❖ **The Cheshire Alternative Provision School Head Teacher will use reasonable endeavours to speak to or meet parents within ten working days of the formal complaint being received, except where the complaint is received in school holidays where the Head Teacher will use his/her reasonable endeavours to speak or meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).**

- ❖ **The Head Teacher will keep a written record of all meetings and interviews held in relation to the complaint.**



- ❖ **Once the Head Teacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made. Parents will be informed of this decision in writing, giving reasons for the decision. The written decision should be provided no later than ten working days after speaking or meeting with parents to discuss the matter. The Head Teacher may also arrange to meet with parents to explain the decision.**

- ❖ **Where parents are dissatisfied with the outcome of the Head Teacher's response to their formal complaint, they have the opportunity to appeal to the Cheshire Alternative Provision School Chair of Governors.**

Stage Three – Appeal to the CAPS Chair of Governors and Independent Panel

- ❖ **If the complaint cannot be resolved at stage two as set out above, then parents can appeal to the Cheshire Alternative Provision School Chair of Governors. The parents should put their appeal in writing.**

- ❖ **Cheshire Alternative Provision School Chair of Governors, alongside a panel of at least 2 other non-school associated professionals, will consider the appeal and will decide the appropriate course of action to take. The Cheshire Alternative Provision School Chair of Governors will endeavour to meet the parents concerned to present his/her response.**

- ❖ **Cheshire Alternative Provision School Chair of Governors, alongside a panel of at least 2 other non-school associated professionals, will use reasonable endeavours to meet the parents within ten working days of the appeal being received, except where the appeal is received in school holidays where the Cheshire Alternative Provision School Chair of Governors will use his/her reasonable endeavours to meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).**

- ❖ **All findings will be made available to the proprietor for inspection.**

- ❖ **The findings will be sent to the person making the complaint and the person who the complaint is being made about.**

Stage Four – Independent Complaints Panel

- ❖ **If parents seek to invoke Stage Four following the failure to reach an earlier resolution and the outcome of their appeal to the Cheshire Alternative Provision School Chair of Governors and Independent Panel, the parents may request to pursue their complaint with the Secretary for State for Education via the Department for Education or Ofsted.**

Complaints Procedure Records



- ❖ Cheshire Alternative Provision School will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint, and its decision.
- ❖ Cheshire Alternative Provision School will keep a written record of all appeals, decisions and recommendations by the Board of Governors including the Chair of Governors and at least one independent professional.
- ❖ All such records will be kept for one year after the relevant students have left the Cheshire Alternative Provision School.
- ❖ All findings will be made available to the proprietor for inspection.
- ❖ The findings will be sent to the person making the complaint and the person who the complaint is being made about.

IF THE COMPLAINT IS MADE AGAINST THE HEAD TEACHER OF SCHOOL THEN THE RESOLUTION SYSTEM WILL TAKE PLACE UNDER THE PROPRIETOR OF THE SCHOOL WITH THE AID OF THE CHAIR OF THE BOARD OF GOVENORS OR THE CHAIR OF GOVERNORS (WITH THE AID OF 2 OTHER NON ASSOCIATED INDEPENDENT PROFESSIONALS).

APPENDIX 1

CAPS HAVE RECEIVED NO FORMAL COMPAINTS WITHIN THE LAST 12 MONTHS