

a Together Trust service

**inscape**  
house

# Comments, compliments, concerns and complaints.

*Information for parents and carers of pupils  
at Inscape House Schools.*

The well-being of children and young people attending Inscape House schools is our priority and we would like to know what is working well and what is not.

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## Comments and compliments

Comments on how we might improve our service or compliments on your child's progress and well-being are always welcome. Please feel free to share your views with staff directly or by writing to the Headteacher. We always consider your comments and, where they include suggestions for ways in which we could improve the service we provide, we let you know what steps we decide to take.

## Concerns and complaints

If you have a concern or complaint please tell us so we can look into the issue and put things right if necessary.

## Complaints - informal discussion

### Stage 1 - Discussion

Most issues can be settled by an informal discussion with staff at the school. In the first instance, please raise any concerns with your child's teacher. This can happen during the handover phone call or meeting but you could call at anytime during the school day. Your complaint will be logged and you should receive a response within five working days.

## Complaints - formal process

If you are not satisfied with the outcome or if your complaint is more serious or concerns the teacher/key worker, please contact the Headteacher (contact details on back page).


### Stage 2: School investigation

In a minority of cases, you may feel you need to make a formal written complaint. This should be addressed to the Headteacher who will acknowledge your letter within seven working days and investigate. They may want to meet with you and/or to arrange a meeting with the staff member concerned. You should receive a written response in 20 working days or less. Where the complaint relates to a member of the leadership team, your complaint may be referred to the Principal.

### Stage 3: Together Trust involvement and investigation

If you are not satisfied or if the complaint is about the Headteacher, there is a further Together Trust stage. You should write to the Director of Educational Services (see contact details). Your complaint will be reported to the local authority and you will be told how to contact the local authority Education Complaints Officer.





The Director will consult with the panel and decide whether your complaint should be investigated within the Together Trust or if it is so serious that an independent investigator should be appointed. In either case you should receive a written response within 20 working days. You will then be invited to meet with the Director, and the independent investigator if appointed, to discuss the results of the investigation and any recommendations.

Where there are recommendations, an action plan prepared by the Headteacher and monitored by the Director will be put in place.

#### **Stage 4: Independent appeal**

If you are still unhappy there is a third and final stage. You may appeal in writing to the Chief Executive who will appoint a panel of three people, consisting of at least one governor of the school and a person independent of the Together Trust, none of whom will have been involved in the complaint before.

You will be given the opportunity to put your case in writing to the Appeals Panel and to also make your case in person. You may be accompanied by a friend or a representative from an organisation such as your local Parent Partnership.

The Appeals Panel will need to decide whether the school and the Together Trust have done what they reasonably can do to put things right or whether there is something more that needs to be done. The Panel can make recommendations about what it thinks still needs to be done or any changes in procedures that need to be made.


#### **Stage 5: Final outcome**

The Appeal Panel's decision and any recommendations will be sent to you. The recommendations are not binding on the Together Trust but recommendations will generally be implemented if this can be achieved reasonably. The Panel's decision and any recommendations will be reported to the Chair of Governors of the school, the Chief Executive of the Together Trust and Chairman of the Together Trustees, the Director of Education, Headteacher and person about whom the complaint was made.

The Appeal Panel's decision is final.

### **Confidentiality**

You can be sure that all correspondence and records will be kept confidentially. This is a summary of the Compliments and Complaints Policy. Copies of the full policy can be obtained by request, either in writing or by phone, from the Headteacher.



## How to make a complaint

### Stage 1 - Informal process

Your compliment, concern or complaint (written or verbal) is raised with the teacher or key worker concerned.

You will receive a written response of the outcome of this meeting within five working days.

If you are satisfied with the outcome no further action will be taken.

### Stage 2 - Formal process

School investigation

If you are not satisfied, and you have not already done so, you need to put your complaint in writing so it can be formally passed on to the Headteacher.

The Headteacher will write to you acknowledging receipt of your complaint within seven working days.

The Headteacher will investigate and arrange a meeting with you.

The Headteacher will write to you regarding the outcome of this meeting within 20 working days.

If you are satisfied with the outcome no further action will be taken.

### Stage 3

Together Trust involvement and investigation

If you are not satisfied, and you have not already done so, you need to put your complaint in writing so it can be formally passed to the Director of Educational Services.

The Director will write to you acknowledging receipt of your complaint within three days and providing you with details of Local Authority Education complaints procedure.

The Director will appoint a person to investigate your complaint. This person may work for the Trust or in some cases be independent of the School and Trust.

The investigation will include a meeting with yourself.

Written response will be sent to you and to the Headteacher within 20 working days and you will be invited to a meeting with the investigator.

If you are satisfied with the outcome no further action will be taken.

### Stage 4

Independent appeal

If you are not satisfied, you can appeal in writing to the Chief Executive's Office.

The Chief Executive will appoint an Appeal Panel and hold a meeting.

### Stage 5

Final outcome

A written response will be sent to you.

Complaint ends.

The outcome of the appeal will be reported to the chair of Governors, Chief Executive, Chair of Trustees and copied to the Director of Education, Principal and/or Headteacher and the person about the whom the complaint was made.

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