

An abstract painting featuring two mugs. The mug on the left is primarily yellow and orange, while the one on the right is pink and red. They are set against a background of vibrant, textured brushstrokes in shades of blue, green, and purple. The overall style is expressive and colorful.

# Comments, compliments, concerns and complaints

The well-being of students attending Inscape House School is our priority  
and we would like to know what is working well and what is not.

## 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. 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 can call at any time during the school day. Your complaint will be logged and you should receive a response within five working days by the School and the Together Trust Central Offices.

## Complaints – formal process

If you are not satisfied with the outcome or if your complaint is more serious or concerns the teacher/member of the Senior Leadership Team, please contact the Headteacher (contact details on page 4).

### Stage 2: School investigation

We will aim to resolve your complaint informally at stage one, however if you feel you need to make a formal written complaint this should be made in writing and addressed to the Headteacher. They will acknowledge your letter within seven working days and investigate. They may want to meet with you and - if your complaint is about a member of staff - arrange a meeting with the staff member concerned. You should receive a written response in 20 working days or less. If the complaint is about the Headteacher it will be referred to the Chairman of Governors and the Service Director.

### Stage 3: Governing Body involvement and investigation

If you are not satisfied or if the complaint is about the Headteacher, you should write to the Chairman of Governors. You will be told how to contact the local authority and how to seek support in making your complaint. For example; if you need support, you could contact your local Parent Partnership Service.

The Chairman of Governors will consult with the Service Director and the Together Trust Complaints Officer to 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 may also be invited to meet with the Service Director and the investigator to discuss the results of the investigation and any recommendations.

Where there are recommendations, an action plan will be prepared and put in place. The local authority will be informed of your complaint and the outcome. Where a complaint is about a person, they will also be informed of the outcome.

## **Stage 4: Independent appeal**

If you are still unhappy there is a fourth and final stage. You may appeal in writing to the Chairman of Governors who will ask the Chief Executive of the Together Trust to appoint an Appeals Panel. The Panel will consist of three people: one panel member, one governor of the school and one person independent of the Together Trust. None of the Panel 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 a relevant organisation such as your local Parent Partnership.

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

**The Appeals Panel's decision is final.**

# Confidentiality

You can be sure that all correspondence and records will be kept confidential. 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.

All formal complaints are logged and reported in the first instance to the governing body, and subsequently to the Chairman of Governors and Trustees in an annual report.

## Contact details

### Inscape House School

**Headteacher**

Schools Hill  
Cheadle  
Cheshire  
SK8 1JE

**t:** 0161 283 4750  
**e:** [inscape.admin@togethertrust.org.uk](mailto:inscape.admin@togethertrust.org.uk)

### Chairman of Governors

**c/o Clerk to the Governing Body**

Ashcroft School  
Schools Hill  
Cheadle  
Cheshire  
SK8 1JE

### Together Trust

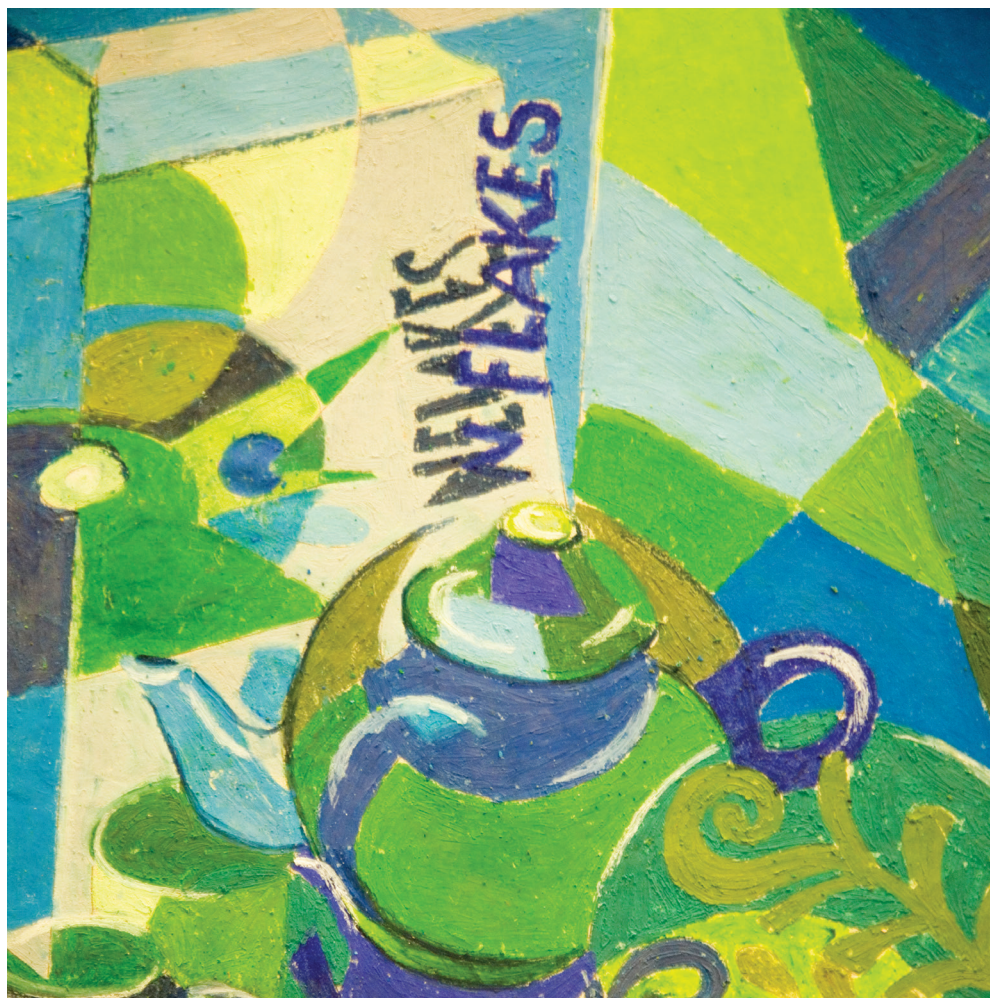
**Service Director**

Together Trust  
Schools Hill  
Cheadle  
Cheshire  
SK8 1JE  
**t:** 0161 283 4848

**Chief Executive**

Together Trust  
Schools Hill  
Cheadle  
Cheshire  
SK8 1JE  
**t:** 0161 283 4848





**Everyone deserves an  
equal chance.**

## Informal process

### Stage 1 - Discussion

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

**2.** Any action/outcomes will be recorded and kept on file by the Together Trust

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## Formal process

### Stage 2 - School investigation

**4.** 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.

**6.** The Headteacher will investigate and arrange a meeting with you.

**3.** You will receive a written response of the outcome within five working days.

**3A.** If you are satisfied with the outcome no further action will be taken.

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

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

**7A.** If you are satisfied with the outcome no further action will be taken.

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## Stage 3 - Together Trust involvement and investigation

Continued from page 7

**8.** If you are not satisfied with the outcome you need to notify the Service Director in writing.

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



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graph TD; 9[9. The Director will write to you acknowledging receipt of your complaint within three working days and provide you with details of the local authority education complaints procedure.] --> 11[11. The Investigation will include a meeting with yourself.]; 11 --> 12[12. A 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.]; 12 --> 12A[12A. If you are satisfied with the outcome no further action will be taken.]; 12 --> 10[Continued on page 10];
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**9.** The Director will write to you acknowledging receipt of your complaint within three working days and provide you with details of the local authority education complaints procedure.

**11.** The Investigation will include a meeting with yourself.

**12.** A 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.

**12A.** If you are satisfied with the outcome no further action will be taken.

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## Stage 4 - Independent appeal

Continued from page 9

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

## Stage 5 - Final outcome

**15.** A written response will be sent to you and the person about whom the complaint was made.

**16A.** The outcome of the appeal will be reported to the Governing Body, Chief Executive, Chairman of Trustees and copied to the Service Director, Headteacher and the person about whom the complaint was made.

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graph TD; A[ ] --> B[14. The Chief Executive will appoint an Independent Appeals Panel to hear your appeal.]; B -.- C[ ]; C --> D[16. Complaint ends. There are no further stages.];
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**14.** The Chief Executive will appoint an Independent Appeals Panel to hear your appeal.

**16. Complaint ends.**  
There are no further stages.

## **Service Director**

Together Trust  
Schools Hill  
Cheadle  
Cheshire  
SK8 1JE

t: 0161 283 4848

## **Chief Executive**

Together Trust  
Schools Hill  
Cheadle  
Cheshire  
SK8 1JE

t: 0161 283 4848

The Together Trust believes that everyone deserves an equal chance in life and everyone has the ability and right to experience joy, safety, happiness and hope.

By providing specialist education, care and community services to children, young people and adults the Together Trust aims to do everything in its power to make that happen.

**together trust**  
real differences for real lives

Registered charity number 209782

**[www.togethertrust.org.uk](http://www.togethertrust.org.uk)**

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