



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 where there are areas for improvement.

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 1a: 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 by e-mail, phone call or meeting before or after school. You can call at any time during the school day to report your complaint to your child's Head of Department if you prefer. You should receive a response within five working days by the School.

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 1b: School investigation

We will aim to resolve your complaint informally, 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 Chair of Governors and the Service Director.

Stage 1c: Governing Body involvement and investigation

If you are not satisfied or if the complaint is about the Headteacher, you should write to the Chair 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 Chair 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 2: Independent appeal

If you are still unhappy there is a final stage. You may appeal in writing to 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.

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

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Headteacher

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Together Trust

Service Director

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Chair of Governors

c/o Clerk to the Governing Body

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Chief Executive

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