



Complaints Policy



This document has been approved for operation by	Kathryn Towers
Date of last review	July 2024
Date of next review	July 2026
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Status	Statutory
Owner	Tower Learning Centre Independent School
Version	1.2

Principle

- Pupils and those with an interest in their welfare or care have a right to complain about any aspect of their education or treatment.
- Pupils and those with an interest in their welfare or education must feel able to complain if they are unhappy.
- Complaints are viewed positively and used as a quality assurance measure.
- All complaints are taken seriously and properly investigated.
- All complainants will be kept informed about the progress of their investigation.
- Every complaint should be resolved at the earliest stage of the process as is mutually agreeable.
- Clear, comprehensive records will be maintained throughout the investigative process.
- The investigative process will be open and transparent. Information will be shared with interested parties on a need to know basis.
- The complainant will not be subject to any form of reprisal.

Aims & Objectives

- We aim for all Pupils and interested parties to feel able to express their concerns without fear of reprisal.
- This policy aims to clarify the procedure for making and investigating complaints.
- This policy will not restrict the issues others may complain about.
- This policy does not replace Child Protection Procedures in any complaint that is deemed to be of a safeguarding / welfare nature.

PROCEDURE

Complaints from Parents or Carers

The procedures below will be followed in the event of a complaint being made by parents or carers against the school.

1. If parents or carers have a complaint against the school they may initially wish to contact the school informally either by telephone, by note or personally after making an appointment. The school will investigate the complaint and will respond with the outcome within five working days.
- If parents or carers are not satisfied with the response they should write formally to the headteacher. The headteacher will investigate the complaint further and respond in writing within five working days. If the complaint is against the head teacher the complaint should be

addressed to the proprietor by sending it for his attention to the school address. The proprietor will investigate and respond within five working days.

- If the parents or carers are still not satisfied with the response they should inform the Proprietor who will arrange a panel of SLT and advisory board members to hear the complaint. The panel will comprise three people not directly involved in the matters detailed in the complaint. One member of the panel will be independent of the running and management of the school. The date of the panel meeting will be arranged to take account of the convenience of the parents or carers as well as the school and will take place within a time limit of fifteen working days.
- Parents or carers will be invited to bring with them another person or persons to support them at the panel hearing if they wish.
- The panel will hear the complaint and will hear the outcome of the school's investigations and its response to these. The panel will then make findings and recommendations which will be communicated in writing, by electronic mail or otherwise, within five working days to the Proprietor, the parents or carers and, where appropriate, the person complained about; a copy will be available for inspection on the school premises by the proprietor and the Headteacher
- A written record of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing will be kept. These records and any correspondence relating to a complaint will remain confidential except where the Secretary of State or a body conducting an inspection under section 163 of the Education Act 2002 requests access to the records.

Complaints from pupil

The procedures below will be followed in the event of a student making a complaint against a member of staff, a fellow student or any other person or situation either in school or outside.

- Pupils may wish to talk to an adult they trust about a situation relating to school or to a situation outside school. Pupils are reminded that, although they may speak to any member of staff, there may be occasions where information will have to be referred to other agencies such as Social Services.
- Within school Pupils may talk to:
 - Teachers
 - Support staff
 - Any other member of staff
- A student may merely need a trusted adult to talk a situation through with and may not be making a formal complaint. However, all actual complaints made by Pupils will be recorded by the member of staff in the complaints Log. The school response to the complaint will also

be recorded. If the complaint is serious the Pupils' parents/carers will be informed of both the complaint and the outcome. Some complaints will be referred to other agencies or to the Local Authority. If necessary, a meeting will be called to discuss the issues further.

- A student may ask to speak to an adult from an outside agency. The school will wherever possible put the student in contact with a representative of the appropriate agency. The referral will be noted in the student's file.

- Complaints may be made, verbally or in writing, to the Headteacher, Tower Learning Centre Independent School at:

316 Church Street
Blackpool
Lancashire
FY13QE

- Complaints can be e-mailed to the Headteacher
- kim@tower-learning.co.uk

- Complaints can be made directly to Children's Social Care. For student's, contact details for your placing authorities complaints policy can be obtained from the Education Lead.

- Complaints can be made directly to Ofsted who are directly responsible for the regulation of education / school.

The contact details of the Ofsted office are:

Piccadilly Gate

Store Street
Manchester
M1 2WD

0300 123 1231

enquiries@ofsted.gov.uk