

be yourself.

Complaints Procedure Policy

Approved by:	Gemma Carey Clarke and George Clarke
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Aims

Be Yourself is committed to working in close partnership with schools, the community, the Local Authority, and actively encouraging and promoting a positive relationship with the families and carers of young people who attend Be Yourself Alternative Provision (AP).

General Guidance

Be Yourself is committed to working with Local Authorities, schools, parents/carers and places great emphasis on the role in which parents/carers can play in supporting their young person's learning.

Staff at Be Yourself actively encourage a positive relationship between Be Yourself and the families of young people who attend our provision.

Be Yourself seeks to speedily resolve all concerns and would stress that most are resolved through informal discussion with a member of staff, who should be contacted in the first instance if parents/carers have any general concerns.

Please note that all complaints are confidential and therefore if your complaint relates to a disciplinary issue, we will not reveal any sanctions imposed on any other young people. However, if there is a continuing concern, this can be directed through the formal stages as outlined in the Be Yourself complaint's procedure below.

It is in everyone's interest that concerns are resolved at the earliest possible stage. The experience of the first contact between the parent and Be Yourself can be crucial in determining whether the concern will escalate to a complaint. To this end all staff and the Director of Be Yourself are aware of the procedure to be followed if a concern is raised.

Also, whilst not wishing to encourage complaints, parents should be aware that it would be preferable that they raise a concern as soon as possible. It can then be investigated more effectively whilst information is fresh in the minds of all parties.

Where a concern has not been resolved during the initial contact, a parent may request that the complaint is dealt with under the Be Yourself complaint process.

The Snug operate a 3 Level complaint process:

- Level 1 – Informal with Project Manager
- Level 2 – Informal with Director
- Level 3 – Formal complaint (written) to Director.

It is important that a written record of any meetings that take place is kept regarding an issue or complaint. (see Appendix 1)

Allegations of abuse against a member of staff must be reported to the Director immediately.

This policy is in line with.

- The contents of 'Keeping Young Children Safe in Education' (Sept 2023) (Part 4: Allegations of Abuse made Against Teachers and other Staff).
- The complaints policy and procedures

Complaints Procedure at Be Yourself

Be Yourself wants their young people to be healthy, happy and safe, and to achieve. It recognises that schools, parents, guardians or carers play an important part in making this happen. Cooperation between schools, parents/carers and staff leads to a shared sense of purpose and a harmonious relationship.

Level 1 – Informal

Schools, Parents and/or carers should, in the first instance, make an appointment to speak to the Be Yourself Project Manager about the concern. It is best to resolve issues at this point. This ideally should be within 4 working days.

Guidance on informal level 1:

- Concerns should initially be handled informally in a manner that offers the best way of resolving issues.
- The project manager should offer an appointment to discuss the issue as quickly as possible, as this will give both parties time to talk about it calmly and politely without being interrupted. It will also show a commitment to resolving issues. This should ideally be within working 4 days of the home school or parent/carer raising the issue.
- It is important for home schools and parents/carers to recognise that Be Yourself is a busy organisation and that it may not be possible to offer an appointment straight away.
- The parties involved should be encouraged to offer their view of what would be a realistic resolution to the problem.

Level 2 - Informal

Schools, parents, and carers dissatisfied with the result of the discussions with the Be Yourself Project Manager should ask for an appointment to meet with the Director. This should ideally be within 4 working days.

Guidance on informal level 2:

- It is always best to resolve issues informally at the earliest possible time.
- It is in everyone's interest, particularly the young person, for concerns and complaints to be sorted out quickly and smoothly.
- The aim should be that discussions end on a positive note with no bad feeling.
- It is good practice for the Director to contact the home school or parents summarising what has been agreed regarding the issue.

It is hoped that most problems will have been resolved by now.

Level 3 – Formal complaint letter to the Director

An issue that has not been resolved through the informal levels 1 and 2 can become a Level 3 official written complaint.

Schools, parents/carers wishing to move to level 3 must write a formal letter of complaint to the Director. The letter will need to set out clearly the issues which have previously been discussed and why the home school parent/carer considers the issue to be unresolved.

The Director should consider the complaint and discuss a resolution with the complainant. The Director should offer a resolution to the complainant in writing within 10 working days of receipt of the letter.

Guidance on Level 3 - Formal:

- An unresolved issue can now move to a formal complaint. This is a serious step to be taken. In consideration of future relationships everyone concerned will need to negotiate an agreement and concentrate on finding a resolution to the issue.

Young Person Complaints

General Complaints

At any time, the young person may raise a complaint with any member of the staff team concerning their treatment by another learner or member of staff.

If the young person is not satisfied with the outcome of raising the complaint, they may ask to see the project manager to consider the complaint. If the young person is not satisfied with the outcome of raising the complaint with the project manager of staff, they may ask to see the Director.

At any point a young person may decide to raise a complaint directly with any member of staff up to the Director without reference to the staff structure. Equally an individual young person may decide to raise a complaint directly with a DSL. Young people will, however, be encouraged to raise complaints within the structure outlined, as it may well be possible to resolve issues more quickly through this route.

Complaint Forms

In every instance of complaint a written record should be kept, a staff member who is independent of the incident should record the circumstances on the relevant form if available. Whenever this results in a comment about the way an incident was handled it is immediately referred to the Project Manager for investigation. Where required the Director may be asked to investigate comments.

At all stages of complaint whatever their source of content all staff will have due regard to advice in terms of Child Protection and Safeguarding Procedures.

Complaints File

A complaints folder should be kept by the Director/Project manager that will document all formal complaints raised by the local Authority, schools, parents/carers or young people. An appendix file with associated evidence should also be kept.

All complaints will be kept confidential and will only be disclosed where there is a Child Protection/Safeguarding concern or a legal requirement to do so.

Monitoring Complaints

The Director will undertake to monitor and record numbers of complaints.

In the event of a complainant believing that BY has failed to comply with its own complaint's procedure, the complainant may complain to the Local Authority.

Appendix 1

BY Complaints Recording Form

Staff member recording	
Person Reporting	

Relationship to Young Person (if not same)	
Address	
Telephone numbers	
Email address	
Date of Complaint	
Details of Complaint	
Level 1	Yes / No
Outcome	
Moved to Level 2	Yes /No
Reason for Level 2	
Outcome	
Moved to Level 3	Yes / No
Reason for Level 3	

Outcome	
Staff Member Project Manager Director (delete as applicable)	Name
Signature	
Date	