



PCT

TIME TO THRIVE

PROGRESSIVE CONSULTANCY AND TRAINING

Student and Parent/Carer

Complaints

Policy and Procedure



Modification Overview:

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Policy Title:	Pupils & Parents Complaints Policy and Procedure
Version:	1.0
Links:	EQA, NOCN, WRL, PCT

Disclosure:

Progressive Consultancy and Training (PCT) seeks to take all reasonable steps to help ensure that it follows all policy and procedures that are outlined within this document. This policy is supported by robust procedures and appropriate guidance and can therefore be used in conjunction with other stated policies and procedures. Further information can be found on the PCT website or when contacted Angela Saunders or another member of the PCT staff.

1.0 Introduction

1.1 This policy applies to all parents of pupils attending the Bright Futures Learning Centre.

1.2 The centre prides themselves on the quality of the teaching and pastoral care provided to their pupils. However, if parents or guardians do have a complaint, they can expect it to be treated quickly and in accordance with this Policy and Procedure. Our aim is to be a transparent organisation and culture.

1.3 This policy encompasses notifications of an actual or perceived problem arising from an event or process under the jurisdiction of the learning centre, which causes parents to be concerned or dissatisfied about their child's experience or their own. Parents may not complain on behalf of others, and groups of parents who wish to raise the same matter under this procedure are required to do so separately, as individual families.

1.4 In order to assist in a speedy and satisfactory resolution, parents are asked, from the beginning, to state clearly the exact nature of their concern and the remedy sought. Prompt and specific, including examples and factual evidence where this is appropriate and practicable.

1.5 A central record will be kept securely of informal complaints, allowing the pattern of concerns and complaints to be monitored regularly by appropriate members of the senior management team.

2.0 Definitions for the purposes of this Policy

2.1 A *parent* or guardian is defined as someone having parental responsibility for a pupil currently attending the learning centre.

2.2 *Working days* refers to full learning centre days in term time. This therefore excludes all learning centre holidays, weekends, public holidays and half-days. Where the word 'normally' is used, it is expected that the timescale would only be altered by the learning centre or the parents in exceptional circumstances, such as the illness of a parent or a key member of staff involved in the process.

3.0 Policy

3.1 In our learning centres, we wish to have a community that listens and can respond in a positive, appropriate and sympathetic way to any concerns. It is important

that all stakeholders feel valued and involved with the learning centre and can voice their concerns. This is helped where the culture of the learning centre is open and where all complaints are received in a positive manner.

3.2 All concerns will be handled seriously. A gentle expression of concern, or a simple query, may grow into a painful matter if people feel that they have been brushed aside. Equally, issues with the potential to become acutely difficult may dwindle and fade if they are handled well at the initial stage.

4.0 Procedure

Stage 1 – Informal Resolution

Contact: Tutor

Timescale:

Complaint normally acknowledged within 2 working days
Complaint to be dealt with to a full resolution, normally within 10 working days

1. It is hoped that most complaints and concerns will be resolved quickly and informally.
2. If parents or guardians have a complaint, they should contact the pupil's form Tutor (class teacher) in the first instance.
3. The aim is to resolve the matter promptly to the parents' or guardians' satisfaction.
4. Complaints made directly to the Tutor will be referred to the relevant member of staff unless the Centre Manager deems it appropriate to deal with the matter personally.
5. The member of staff in receipt of the complaint/concern will make a written record
6. of it and the date on which it was received and will normally acknowledge it within 2 working days. The learning centre will normally deal with the matter within 10 working days of receipt of the notification.
7. Where resolution is not achieved at the first stage, parents may choose to continue to approach the learning centre informally on the matter, as described above, or may instead decide to make a formal complaint under

Stage 2 of this procedure. If they choose to continue informally, this does not preclude them from lodging a formal complaint at a later stage.

Stage 2 – Formal Resolution

Contact: Centre Manager

Timescale:

Complaint normally acknowledged in writing within 5 working days

Complaint to be dealt with, with a view to a full resolution, normally within 28 working days.

4.8 If the complaint cannot be resolved at Stage 1 (Informal Resolution), then the parents or guardians can put their complaint in writing to the Centre Manager stating explicitly that, having been through Stage 1 of the procedure, they remain dissatisfied and now wish to make a “formal complaint”.

4.9 In the Formal Complaint, parents should:

- state the nature of the complaint,
- state the remedy sought and include all relevant information.

Parents should note that the complaint at this stage should not change in scope from that presented at Stage 1. Should any new matters be presented, parents will be advised that they will be dealt with under Stage 1.

A formal complaint should normally be lodged within 7 working days of the date of a verbal or written report to parents under the Stage 1 procedure.

The learning centre will normally deal with a formal complaint within 28 working days of receipt.

1. Record-keeping

5.1 Written records of both formal and informal complaints will be kept securely for at least three years, including:

- whether formal complaints were resolved at the preliminary stage or panel hearing stage

- what action the learning centre has taken as a result of each complaint regardless of whether it was upheld.

5.2 Parents or guardians can be assured that all concerns and complaints will be treated seriously and confidentially as is required by paragraph 25(k) of the Education (Independent Learning centres Standards) Regulations 2014. Correspondence, statements and records will be kept confidential except insofar as is required of the learning centre by paragraph 7(k) of the Education (Independent Learning centres Standards) Regulations 2014; where disclosure is required in the course of the learning centre's inspection; or where any other legal obligation prevails.

2.Reporting

At the beginning of each academic year, the number of complaints from the previous year will be publicised via the Learning Centre Web Site.

3.Process Diagrams

Bright Futures Learning Centre **COMPLAINTS PROCEDURE FOR PARENTS OR GUARDIANS**

(see below)

Signed: Angela Saunders

Review Date: April 2023

Stage 1 – Complaints procedure (informal complaint)



Stage 2 – Complaints procedure (formal complaint)

