

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. It is hoped that most complaints can be dealt with on an informal level by raising concerns with the staff member involved or our director. However, if you wish to make a formal written complaint then please follow the guidelines detailed below.

If you wish to make a formal complaint, please contact us in writing with the details, including date, time and staff members involved. All complaints should be emailed to Director@newleafburton.co.uk or forwarded in a letter to our address: 5 St Paul's Square, Burton on Trent, Staffordshire, DE12 2EF

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it, enclosing or attaching a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Director who will review your complaint and speak to the members of staff involved.
3. Our Director will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 3 days of sending you the acknowledgement letter.
4. If you are not satisfied with the outcome, you may request a hearing before a panel. During this meeting, there will be 3 people present who are not involved or connected to the complaint and one panel member who will be independent, of the management or running of New Leaf. You are welcome to be accompanied during this meeting. A written record will be kept of all findings and recommendations. A copy of this will be made available to the you and to the person at the centre of the complaint. All complaints and actions taken are recorded formally and are available for inspection on the school premises. These are confidential documents only accessible to those with the authority to request them.
5. Within three days of the panel meeting, our Director will post out to you a written record to confirm what took place and any solutions or actions she has agreed with you.
6. If you do not wish to attend a meeting or it is not possible for you to attend a meeting, our Director will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 7 days of sending you the acknowledgement letter.

