



Complaints Procedure

The Green Room Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Owner: JN/WRA/KDH/6RA

Date Created	Date 1st Review Due	Date Reviewed	Version	Next Review Due
March 2014	March 2015	April 2015	2	April 2016
		October 2016	3	October 2017
		November 2017	4	November 2018
		Nov 2018	5	November 2019
		November 2019	6	November 2020
		November 2020	7	November 2021
	GRK Review	January 2021		
	GRW Review	January 2021		
	GR6 Review	January 2021		
	Overall Review	January 2021	8	January 2022

Aims

The Green Room Foundation aims to provide pupils with teaching and pastoral care of a quality that exceeds the schools' general duty. However, where a complaint is made against the school, its staff or a person contracted to work within the school this policy outlines the procedure that will be followed. Any complaints made against the school or a member of its staff will be taken extremely seriously and a satisfactory and efficient means of resolution will be sought at the earliest opportunity.

Complaints Procedure

All correspondence, documentation and written records will be held confidentially in relation to a complaint or concern, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests access to them.

The following procedure should be followed in the event of a complaint. Where a complaint involves allegations against the Head of School, the complaint should be made directly to the Trustees and procedures outlined in stage 3 commenced.

Stage 1 - Informal Resolution

- It is hoped that for the majority of complaints and concerns a resolution can be achieved quickly and informally.
- Complaints by a parent/carer should be made directly to The Green Room member of staff concerned. It is intended that such cases will be resolved immediately in accordance with the parent/carer's and pupil's satisfaction, either on the same day as the complaint was made or within five working days.
- In instances where The Green Room member of staff cannot resolve the matter alone a more senior member of staff will be consulted in order to find a successful and satisfactory resolution. An agreed resolution will be made within ten working days in these instances.
- Where a more senior member of staff is consulted directly by a parent/carer the complaint will be referred to The member of staff unless the senior member of staff feels it is appropriate for them to deal with the matter personally. A resolution will be made within ten working days.
- Where a matter cannot be resolved sufficiently within ten working days the parent/carer will be advised to follow formal resolution procedures, in accordance with stage 2.
- All correspondence will be logged on Arbor.

Stage 2 - Formal Resolution

- Where informal resolution cannot satisfactorily resolve matters a written complaint should be made directly to the Head of School. It is the responsibility of the Head of School in such cases to determine a suitable resolution to the complaint or concern made.
- Acknowledgement of a written complaint being received will be made within five working days. Details of the complaint policy will be given at this time. In most instances the Head of School will invite the parent/carer to the school to discuss the issue directly within ten working days and attempt to agree on a suitable method of resolution at this point. It may become apparent at this point that further investigation into the matter is required. A written and dated record of all meetings and discussions relating to the complaint, and any subsequent investigations, will be kept by the relevant School Office. Once the Head of School is satisfied that all relevant facts have been gathered regarding the complaint the parent/carer will be contacted in writing (or by

alternative means where a written response would be felt unsuitable for the purpose of effective communication with a parent/guardian). This will occur no later than fifteen working days after stage 2 proceedings are commenced. The written response to the complaint will outline the method of resolution to be taken and the reason for this decision

- Where a parent/carer is not satisfied with the decision of the Head of School, the Trustees should be informed and the matter referred to a Complaints Panel. Stage 3 procedures should then be brought into action.

Stage 3 – Complaints Panel Proceedings

- The Trustees will be informed if a parent/carer wishes to invoke stage 3 complaints proceedings, who will call a hearing of the Complaints Panel for consideration of the complaint.
- The Complaints Panel members are appointed by the Trustees. The Panel will consist of at least three people not directly involved in the matters relating to the complaint, and one member of the Panel will be independent of the management and running of the school. The Chair will schedule the hearing no later than 15 working days after stage 3 was invoked.
- Any particulars felt necessary to the complaint hearing will be provided in copy to all parties involved in the complaint no later than 3 days prior to the hearing being held.
- Legal representation requested by the parent/carer at the hearing will only be deemed appropriate in exceptional circumstances and must be agreed by the Trustees and Heads of School before the hearing. A parent/carer may only be accompanied by one other person to the hearing (other than their husband/wife or partner or the pupils biological mother and/or father).
- It is hoped that a resolution will be made at the hearing. However, the Panel may feel it is necessary for further investigations to be undertaken. In this instance the Panel may adjourn for a period to investigate the matter fully, but for a period no longer than five working days.
- Once the investigation is carried out and the Panel reconvened for due consideration of the facts, a decision and recommendations will be given to the parent/carer, Head of School, Trustees, and person complained of if appropriate within five working days. The response will be given in writing (or by alternative means where a written response would be felt unsuitable for the purpose of effective communication with a parent/carer) and will explain in full the reasons for the decision. The Complaints Panel's decision is final.
- Written records will be kept of all complaints and outcomes, at whatever stage they were resolved

Any decision made by the school, will be made in line with the principles of administrative law. This means a decision is:

- lawful - it complies with education and other law, including human rights and equality law, such as the Human Rights Act 1998 and the Equality Act 2010
- rational
- reasonable
- fair
- proportionate

Decision-makers should also be mindful of The 7 Principles of Public Life.

If a parent/carer is unhappy with the decision made during stage 3 they are advised to contact Ofsted in order to receive advice on their legal rights regarding complaints. Ofsted can be contacted via www.ofsted.gov.uk or on 0300-123-4666.

Complaints by Pupils

In matters where a pupil wishes to make a complaint they are advised to speak directly to a Green Room member of staff who will inform them of their rights in matters relating to complaints against the school. If the matter cannot be resolved by The Green Room member of staff or the complaint relates to that member of staff then they are advised to contact an alternative Senior Manager or the Head of School.

The complaint will be resolved in five working days, or else the pupil will be advised that they should ask their parent/guardian to follow the formal complaints procedure as outlined in stages 1-3.

Lantra

- The Pupil has the right to contact the awarding body or any regulatory bodies.
- We will ensure teaching continues if possible and work is set if not so the learner does not fall behind
- We plan lessons well, we are fair and we have many systems in place as a school to defuse situations. We also will follow regulatory guidance when explaining the progress of any course as well as share the assessment materials.
- Record complaints and review these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the learners will not be disadvantaged by this as they will still have access to the course materials and where necessary a different assessor if this is required.

Covid

If a complaint needs to be made during covid, regarding either online or physical school the complaints procedure remains the same.

Ofsted will consider complaints from parents that relate to the school as a whole. This includes complaints about the quality of education being provided, including remote education and pupils' wellbeing and safety. Ofsted normally expects parents to seek to resolve any concerns with the school in the first instance. See [Ofsted's complaints process](#).

Date

Co-CEO
