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|  **POLICY TITLE:**  |  **Complaints Policy**  |
| Persons Responsible for Policy:  | Kate Truscott - Director   |
| Completion date:  | 16/04/24  |
| Review date:  | 16/04/25  |

**Statement of purpose:**

Eclipse Education Is committed to delivering the best service to all young people so they make the maximum progress, emotionally, socially and academically. We are keen to respond quickly to any problems and to remedy any defects as soon as possible. The purpose of this policy is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the stated ethos of the provision.

Our system of dealing with complaints by parents, staff, pupils or other interested parties, is intended to be easily understood by all those involved. We listen and respond to concerns and complaints so that we can adjust and improve our services and systems. We have a formal and clear way for interested parties to express their dissatisfaction. These complaints are taken seriously which demonstrates Eclipse Education’s respect for its stakeholders and commissioning bodies.

Parents/carers and commissioning schools can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially.

The aims of this policy are:

* To promote a transparent and fair culture.
* To demonstrate to parents and students that their opinions are valued.
* To encourage parents and young people to raise any concerns that they might have.
* To enable members of staff to feel comfortable when dealing with complaints.
* To have a clear and consistent process for dealing with complaints.

We believe that an effective complaints policy and procedure can diffuse problems and can also provide the provision with helpful information.

We try to treat complaints as constructive suggestions to be used to improve standards and a means by which we can prevent cause for further complaints.

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| **Stage of concern** | **Action** |
| **Stage 1: Informal (less serious concerns)**Raise the issue with the relevant member of staff for resolution.Taking informal concerns seriously at the earliest stage supports positive working relationships/partnerships | Parents/carers will need to call or email the provision to make an appointment or request a call with the relevant member of staff.An initial response/acknowledgement will be made within 16 hoursStaff must report any complaint to SLT within 24hours. |
| **Stage 2: Formal (more serious concerns)****Raise with SLT for formal****investigation**If initial attempts to resolve the issue are unsuccessful and the person concerned remains dissatisfied, SLT will take responsibility for the application of the complaints policy. | SLT will investigate issues in order to:Establish the factsClarify the nature of the complaint and what remains unresolvedMeet with the complainantAscertain what complainant feels would put things rightInterview those involved, with an open mind and a positive attitudeConduct transparent interviews and keep detailed notes which will be signed by all partiesComplaint form to be completedThis process will be undertaken in no less than 12 hours. |
| **Stage 3. Complaint heard by Complaints Panel**If the matter remains unresolved following stages 1 and 2 then the complaint will be heard by a Complaints Panel set up by Kate TruscottThe panel will consist of at least 2 people who were not directly involved in the matters detailed in the complaint. | SLT will write to the complainants setting out the timescales for setting up a Complaints PanelThe Panel will host a welcoming and positive proceedings in a non adversarial setting. The panel will take evidence from all parties and reach a conclusion and report to the complainants.This is likely to take 4 to 6 weeksThe panel will decide on the appropriate course of action with the aim of resolving the complaint and achieving a reconciliation between the complainant and Eclipse Education including:dismiss the complaint in whole or in partuphold the complaint in whole or in partrecommend changes to systems and procedures to avoid problems of a similar nature recurring. |

A written record will be kept of all complaints that are made whether they are resolved following a formal procedure, or proceed to a panel hearing; and action taken by the school as a result of those complaints (regardless of whether they are upheld). Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them. **The Education (Independent School Standards) Regulations 2014**

**Resolving Complaints**

Complainants should be encouraged to state what actions they feel might resolve the problem. It may be enough to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

* An apology
* An explanation
* An admission that the situation could have been handled differently
* An assurance that it will not recur
* An explanation of the steps taken so that it will not happen again
* An undertaking to review policies considering the complaint

**Recording complaints**

Eclipse Education will record any complaint including the progress of the complaint and the outcome.

Stage 1 Person making the complaint will log the complaint within 12 hours

Stage 2 SLT will log the complaint within 24 hours

Stage 3 External Panel will log, investigate and resolve the complaint within 4-6 weeks

This policy should be read in conjunction with Eclipse Education’s:

Safeguarding Policy

<https://www.ncfe.org.uk/media/m2ji2n12/complaints-and-feedback-policy.pdf>

<https://www.jcq.org.uk/about-us/customer-service-statement/>

**Complaints Form**

**Name of person logging complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**Description of complaint (Please include location, please use initials when referring to staff/pupil):**

**Action taken: Date:**

**By whom:**