



COMPLAINTS POLICY

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WYVERN COMPLAINTS POLICY

How this policy supports our vision and values

THINK

When we are working to resolve a complaint, we will think about the issue from another person 's viewpoint.

GROW

Addressing complaints can help us to grow and develop a range of solutions.

CARE

We demonstrate that we care when we show respect to each other and listen to concerns.

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1. A Brief Summary of the Procedure

- At any stage in the procedure, Wyvern College wants to resolve any concern or complaint.
- It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage.
- Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure.
- Wyvern College takes concerns seriously and will make every effort to resolve the matter as quickly as possible
- Anyone, including members of the public, may raise an informal concern or make a complaint to Wyvern College.
- An informal concern or complaint can be made in person, in writing or by telephone. See page 1
- Concerns should be raised informally with either a teacher or Headteacher.
- Informal concerns will be investigated. This may be delegated to a member of staff, a Trustee or the headteacher.
- This is likely to involve:
 - a discussion so that the concern or complaint is fully understood a
 - an investigation to verify the facts which may involve interviewing staff
 - a summary report which will be discussed with the complainant
 - agreeing a resolution and a decision about the appropriate next step
- If the issue remains unresolved, the next step is to make a formal complaint.
- Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the college office. This may be done in person, in writing (preferably on the Complaint Form - See Appendix A), or by telephone.
- Complaints against college staff (except the Headteacher) should be made in the first instance, to the Headteacher via the college office. Please mark them as Private and Confidential.
- Complaints that involve or are about the Headteacher should be addressed to the Clerk to the Trustees via the college office. Please mark them as Private and Confidential.
- Complaints about the Chair of Trustees, any individual Trustee or the whole Board of Trustees should be addressed to the Clerk to the Trustees via the college office. Please mark them as Private and Confidential.
- We will not normally investigate anonymous complaints. see page However, the Headteacher or Chair of Trustees, if appropriate, will determine whether the complaint warrants an investigation.
- If a complainant wants to withdraw a formal complaint, we will ask them to confirm this in writing.

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2. Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the college. Any person, including members of the public, may make a complaint to Wyvern College about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

3. The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Wyvern College takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a member of staff, we will respect your views. In these cases, the Headteacher will refer you to another person can consider your concern objectively.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case Wyvern College will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

4. How to raise a concern

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant if they have appropriate consent to do so.

Concerns should be raised with either the teacher or Headteacher. If the issue remains unresolved, the next step is to make a formal complaint (see below- *Making a Formal Complaint: Stage 1*).

5. How to make a complaint

Complainants should not approach individual Trustees to raise concerns or complaints. Trustees have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against college staff (except the Headteacher) should be made in the first instance, to the Headteacher via the college office. Please mark them as Private and Confidential.

Complaints that involve or are about the Headteacher should be addressed to the Chair of Trustees, via the Clerk of Trustees. Please mark them as Private and Confidential.

Complaints about the Chair of Trustees, any individual Trustee or the whole Board of Trustees should be addressed to the Clerk to the Trustees via the college office. Please mark them as Private and Confidential.

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For ease of use, a template complaint form is included at the end of this policy. If you require help in completing the form, please contact the college office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments, if necessary, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

6. Anonymous complaints

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Trustees, if appropriate, will determine whether the complaint warrants an investigation.

7. Timescales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this timeframe if exceptional circumstances apply.

8. Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first college day after the holiday period.

9. Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Wyvern College other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Admissions to schools Statutory assessments of Special Educational Needs School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with Hampshire County Council. The Castle Winchester SO23 8UJ Phone 0300 555 1384 - 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm Friday
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). HCC: LADO: Phone 01962 876364 or Email child.protection@hants.gov.uk (MASH). phone 0300 555 1384 during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday. Phone 0300 555 1373 at all other times to contact the Out of Hours service

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Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . *complaints about the application of the behaviour policy can be made through the college's complaints procedure. The College behaviour policy is on the college website.
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors Please use this by contacting the headteacher or clerk to the trustees. The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus . Volunteer staff who have concerns about our college should complain through the college's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
Staff grievances	Complaints from staff will be dealt with under the College's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under the college's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers who may use college premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Wyvern College in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

10. Resolving complaints

At each stage in the procedure, Wyvern College wants to resolve the complaint. If appropriate one outcome might be:

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- An explanation.
- An admission that the situation could have been handled differently or better.
- An assurance that we will try to ensure the event complained of will not recur.
- An explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made.
- An undertaking to review college policies considering the complaint.
- An apology.

11. Withdrawal of a Complaint

If a complainant wants to withdraw a formal complaint, we will ask them to confirm this in writing.

12. Making a Formal Complaint: Stage 1

Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the college office. This may be done in person, in writing (preferably on the Complaint Form - See Appendix A), or by telephone.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 10 college days.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.

The Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this. If there has been extensive correspondence between the Headteacher and the complainants via email or phone with several opportunities for the complainant to express their points, then the Headteacher may judge that there is no need for a meeting to process the complaint.

Note: The Headteacher may delegate the investigation to another member of the college's senior leadership team or a Trustee. However, the headteacher will make the decision about the outcome and any further action needed.

During the investigation, the Headteacher (or investigator) will:

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- Keep a written record of any meetings/interviews in relation to their investigation.
- At the conclusion of their investigation, the Headteacher will provide a formal written response within 10 college days of the date of receipt of the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date. It might not be possible to meet the 10-day deadline if the Headteacher is waiting for external specialist advice from sources such as solicitors, the LA, the DfE, the police or other outside agencies.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Wyvern College will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the Headteacher, or a member of the Trustees (including the Chair or Vice-Chair), a suitably skilled Trustee will be appointed to complete all the actions at Stage 1.

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Complaints about the Headteacher or Trustee must be made to the Clerk to Trustees, via the college office.

Similarly, if the complaint is about the Chair and Vice Chair or the entire Board of Trustees, then the investigation of the complaint may be delegated to an independent investigator appointed by the Trustees. At the conclusion of their investigation, the independent investigator will provide a formal written response.

13. Making a Formal Complaint: Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2. This will involve a meeting with members of the Trustees complaints committee, which will be formed of the first two impartial trustees available and a third member who is independent of the management of the college.

A request to escalate to Stage 2 must be made to the Clerk, via the college office, within 10 college days of receipt of the Stage 1 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 college days.

Requests received outside of this time limit will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 30 college days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence based on written submissions from both parties.

The complaints committee will consist of at least two Trustees with no prior involvement or knowledge of the complaint and an additional member who is independent of the management of the college. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than two Trustees from Wyvern College available, the Clerk will source any additional, independent Trustees through another local college through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a college employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

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Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.

At least 15 college days before the meeting, the Clerk will:

- Confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible.
- Request copies of any further written material to be submitted to the committee at least 10 college days before the meeting.

Any written material will be circulated to all parties at least 5 college days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- Uphold the complaint in whole or in part.
- Dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- Decide on the appropriate action to be taken to resolve the complaint.
- Where appropriate, recommend changes to the college's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and Wyvern College with a full explanation of their decision and the reason(s) for it, in writing, within 10 college days. This will include all key findings and, where appropriate, recommendations; these will be provided to the complainant and where relevant the person being complained about.

The copy of this policy will be available for inspection on the college premises by the proprietor and the head teacher. Correspondence, statements, and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests them.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Wyvern College.

If a Stage 2 complaint refers to:

- the Chair and Vice Chair of Trustees
- the entire board of Trustees
- the majority of the Trustees

It will be heard by a panel of independent Trustees

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The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Wyvern College will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

This is the final stage of the college's complaint's procedure.

14. Next Steps

After they have completed Stage 2 if the complainant believes the college did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education.

Should the college consider that a complaint has is vexatious the matter will be referred to the College's solicitors.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Wyvern College. They will consider whether Wyvern College has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester

15. Vexatious Complaints

Should the college consider that a complaint is vexatious the matter will be referred to the College's solicitors.

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Appendix A - Wyvern College Complaint Form

WYVERN COLLEGE COMPLAINT FORM

Please complete and return to Wyvern College Headteacher / Clerk who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the college about it.

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What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Appendix B

Roles and Responsibilities

I. Complainant

The complainant should meet the standards of communication contained in the parent code of conduct which can be found on the college website.

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible.
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- co-operate with the college in seeking a solution to the complaint
- refrain from publicising the details of their complaint on social media and respect confidentiality

II. Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough discussion with the complainant to establish what has happened and who has been involved
 - interviewing staff
 - reading relevant statements of students and other involved parties
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant as appropriate to clarify what the complainant feels would put things right.
- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

III. Complaints Co-ordinator

When a Stage 1 formal complaint is received a Complaint Coordinator will be identified to ensure that the process is managed effectively.

The complaints co-ordinator should:

- Ensure that the complainant is fully updated at each stage of the procedure
- Liaise with staff members, Headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure.

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- Be aware of issues regarding:
 - sharing third party information
 - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- Keep records.

When a stage 2 formal complaint is received the Complaint's Coordinator will be the Clerk to the Trustees.

IV. Clerk to the Trustees

- The Clerk is the contact point for the complainant and the committee and should:
- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to college complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time, and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- record the proceedings
- circulate the minutes of the meeting

V. Committee Chair

The committee chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
- If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting
- both the complainant and the college are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk

VI. Committee Member

Committee members should be aware that:

- The meeting must be independent and impartial, and should be seen to be so
- No Trustee may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- The aim of the meeting should be to resolve the complaint and achieve reconciliation between the college and the complainant.

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- It may only be possible to establish the facts and make recommendations.
- The complainant might not be satisfied with the outcome if the meeting does not find in their favour.
- Many complainants may feel nervous and inhibited in a formal setting
- Parents/carers often feel emotional when discussing an issue that affects their child.
- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting
- Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

The welfare of the child/young person is paramount. Therefore the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

Appendix B – Key Personnel

Please refer to the Wyvern College website for information about contacting pastoral, curriculum, the Headteacher and the Trustees in relation to a complaint.

<http://www.wyverncollege.org.uk/contact/>