



# **ALTERNATIVE PROVISION COMPLAINTS POLICY**

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| <b>Last Reviewed</b>          | <b>September 2024</b> |
| <b>Reviewed by</b>            | <b>Naomi Fearon</b>   |
| <b>Reviewed by Governors:</b> |                       |
| <b>Governor Names:</b>        |                       |
| <b>Next Review</b>            | <b>August 2025</b>    |

## Take 1 Independent School

### Policy Statement

Take 1 Studios believes that if a service user wishes to make a complaint or register a concern they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and carers are taken seriously.

The Policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of Take 1's Disciplinary Policy.

Take 1 believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. The Company supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and Take 1.

### Aim

The aim of this policy is to ensure that our complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

### Complaints Procedure

Good communication is vital for building a partnership between home, the community and Take 1 and it also builds understanding and co-operation between parents, staff and Directors.

| Stage | Action   | Response  |
|-------|--|---|
| 1     | Contact Take 1 and try and sort out the problem informally.  | Within 3 working days.                                      |
| 2     | If at this point it cannot be resolved informally you may write to the Executing Director, setting out why you remain dissatisfied.  | Replies within 15 working days.                             |
| 3     | If still dissatisfied, write to Salome Graham, Chair of Directors setting out why you are unhappy and what you would like the school to do to resolve the complaint.   | Considers the complaint and replies within 15 working days. |
| 4     | If still dissatisfied, your complaint will be heard by the panel of Directors (members of which will not have had any previous involvement in the matter. One member of the committee will be independent of the management and running of the organisation). At each stage it will be clarified | Considers the complaint and replies within 15 working days. |

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|     | exactly who will be involved, what will happen, and how long it will take. Parents have the right to attend any such hearing and be accompanied.   |  |
| 4a) | <p>Panel Hearing:-</p> <p>Any such findings and or recommendations arising from the hearing will be: -</p> <ol style="list-style-type: none"> <li>1. Provided to the complainant and the person complained about if relevant.</li> <li>2. Available for inspection on the school premises by the proprietor and head teacher.</li> </ol> |  |
| 5   | If still dissatisfied, contact the Secretary of State for Education.   | Children and Families staff can provide details of how to contact these organisations. |

### **Managing and Recording Complaints.**

The progress of any complaint and the final outcome will be recorded. A complaint may be made in person, telephone, or in writing. At the end of a meeting or telephone call, the member of staff will make every effort to ensure that the complainant and the school have the same understanding of what was discussed and agreed.

All correspondence, statements and records relating to the 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.