



Complaints Policy and Procedure

Introduction

Horizon Schools recognise the right of the individual to make a complaint and within the context of students from Horizon Care residential facilities being educated at the school the company procedure and guidance will be observed in addition to this policy.

Where a pupil from outside the company is educated at one of Horizon Schools the following complaint procedure will be used. Placing authorities/parents will receive a letter detailing how to make a complaint should one arise and this procedure is published on the Horizon Care website under education and a hardcopy is available.

Purpose

It is important that children being educated at Horizon Schools feel safe, well cared for and are valued. Sometimes they may want to express a complaint about their peers; teaching staff; content of the curriculum, etc, where any concern/complaint is made this will be properly investigated through the following process.

Procedure

Concerns/complaints come in various forms verbal, written and can be made about issues which can be easily resolved or that require investigation by an independent person or outside agencies.

- 1.** The investigation of all complaints whether verbal or written will be commenced within one working day of the complaint being received by the Headteacher or in his absence Senior Teacher. The complaint will be dealt with directly with the complainant and efforts made through mediation and conciliation to resolve the complaint internally and informally. This process will be concluded within one working week of the complaint being received. At this stage it would be helpful if all parties have the same understanding of what has been discussed and agreed.

Details of the complaint will be recorded on an individual complaints form and on Horizon Care's Clearcare system.

Details of the resolution will be recorded and sent to the complainant.

In the case of a student making the complaint this will be recorded on their file.

2. If the initial complaint concerns either the Headteacher or the Senior Teacher complaints should be directed to Amanda Knowles (Care Director), Horizon Care Ltd, Regent House, Bath Avenue, Wolverhampton, WV1 4EG, Tel:01902 810123

3. Where the complainant is not satisfied with the resolution, a formal written complaint should be made to the Care Director at the above address.

This will be investigated internally and findings/ resolution recorded and communicated to the complainant within three weeks of the written complaint being received.

4. Should the complainant be dissatisfied with the outcome of Horizon Care's investigative process, the complainant can request a review panel hearing.

*The complainant is entitled to attend any such hearing and will be invited to do so and bring with them a representative of their choice.

This will take place within three working weeks of the request being made and the complainant will be notified of the hearing date by letter.

The review panel will consist of three people one of whom will be independent of the schools management (preferably from the Local Education Authority).

The review panel will reconsider the complaint and make appropriate recommendations within two weeks of the hearing, providing a copy of findings and recommendations to the proprietor, Headteacher, complainant and where relevant the person complained about.

5. At all stages of the process staff involved in the complaint will record their actions and these records will be kept confidentially except where the Secretary of State or a body conducting an inspection under Section 163 of the 2002 Education Act requests them.

6. Where a complaint made about a member of staff in relation to misconduct is upheld and employment terminated or the person resigns in circumstances that would have led to dismissal a referral will be sent to The Independent Safeguarding Authority (ISA) under the Safeguarding Vulnerable Groups Act 2006

7. This procedure does not in any way supercede or replace the student's or parent's right to invoke complaints procedures beyond the remit of Horizon Care.