

Complaints Procedure for Students, Parents/Carers and Referrers

As outlined in paragraph 7 of the Schedule to The Education (Independent Schools Standards) Regulations 2019¹

The school feels that our students, their parents/carers and referrers have the right to receive a high standard of service. The Complaints Procedure is in operation to enable our service users to be listened to and to ensure that any complaints are dealt with fairly, quickly and confidentially.

For further details about confidentiality contact the Head Teacher who will talk you through the appropriate policy. A copy of the Confidentiality Policy can be made available for inspection on request.

We view complaints positively as they give us the opportunity to improve the quality of our services. Many complaints can be resolved before they reach the formal stage. If this is not possible, it is important that fair and accessible action is taken.

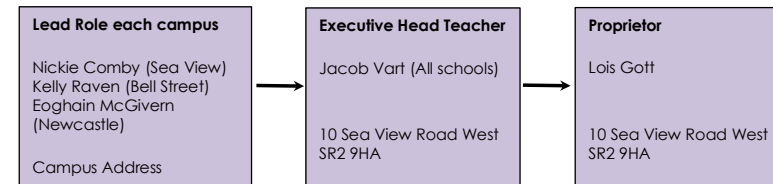
You may wish for a staff member or another organisation to support you in your complaint.

An informal complaint would be delivered verbally to your Teacher, Key Worker, Centre Manager or Head Teacher. This complaint would be listened to and addressed by talking to relevant people and producing a solution which is agreeable by all parties (where possible). School staff will seek to resolve an informal complaint quickly and where possible, this will take place on the same day that the complaint is raised.

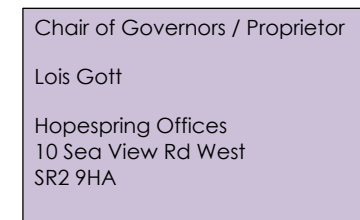
A formal complaint would be in writing, addressed to the most appropriate person/s below. Be as detailed as possible about the complaint, giving dates/times of incident, any other persons involved and how you would like to see this complaint being resolved. These issues

¹ http://www.legislation.gov.uk/uksi/2014/3283/pdfs/ukxi_20143283_en.pdf
 The Independent School Standards - Guidance for independent schools (publishing.service.gov.uk)

will be investigated in full and responded to in writing outlining our response to the complaint within three working days of receiving the complaint.



If you have completed this procedure, but believe your complaint has still not been dealt with, your complaint can be reviewed by a Panel of three or more people, appointed by the Chair of Governors/Proprietor,



This Panel will be made up of people who have not been directly involved in the matters detailed in the complaint and containing at least one member who is independent of the daily management and running of the school.

Panel Procedures

Parents would be welcome to attend the Panel Hearing(s), arranged at a time suitable for them to attend. The Panel Hearing should take place as soon as possible after it is requested and must be within fourteen days. Parents may be accompanied if they wish.

The Panel is expected to make findings and recommendations available within five working days. Copies of these written findings and recommendations will be sent by electronic mail or otherwise given to the complainant and where relevant, the person

complained about. They will also be available for inspection on the school premises by the Proprietor (Chair of Trustees) and the Head Teacher.

Records

Written records of all formal complaints, responses, meetings, and action taken regardless of whether they are upheld or resolved at the formal stage or proceed to a Panel Hearing, will be kept by the school. Documents will 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. A further record of the number of 'formal complaints' received in the preceding school year will be available on request.

Further support and advice is also available from:

Citizens Advice Bureau.

5A Waterloo Pl,

Sunderland.

SR1 3HT.

Tel: 0300 330 1194

Addendum 1: Hopespring Sunderland 10 Sea View particulars (if applicable)

Addendum 2: Hopespring Sunderland Millfield particulars (if applicable)

Addendum 3: Hopespring Newcastle particulars (if applicable)



Last updated: August 2023 (JV)
Approved by management committee: August 2023
Review due: August 2024



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