 Complaints Policy

At Real Action, we welcome comments and suggestions for improving our work as an education charity support the less priviledged in our local community. We actively encourage parents, guardians, carers and students to discuss any questions about theirs or their child’s well-being and progress, or any other issues with staff.

If you have any concerns, please tell us. We will try our best to deal with your concerns promptly and fairly. All complaints will be treated seriously and our relationship with you and your child will not be affected if you tell us that you are concerned about something or make a complaint.

**Purpose of a Complaints Procedure**

This procedure aims to reassure parents and others that:

* Where possible, complaints will be dealt with informally and at the lowest possible level at each setting to reach a resolution promptly
* Any complaint against will be dealt with in a fair, open, and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
* We recognise that there is a willingness to listen to questions and criticism and to respond positively, which can lead to improvements in practices as well as provision

**An effective Complaints Procedure will:**

• encourage resolution of problems by informal means wherever possible

• be easily accessible and publicised

• be simple to understand and use

• be impartial and non-adversarial

• allow swift handling with established time-limits for action and keeping people informed of

the progress.

• ensure a full and fair investigation by an independent person where necessary

• respect people’s desire for confidentiality wherever possible

• address all the points at issue and provide an effective response and appropriate redress,

where necessary

**What to do first**

Most concerns and complaints can be sorted out quickly by speaking with your child’s class teacher or your teacher who will try to resolve issues informally. The members of staff will make sure that they understand what you feel went wrong and will ask what you would like us to do to put things right. They will also explain their actions.

**What to do next - investigating the complaint.**

If you are not satisfied with the member of staff’s response you can raise your concerns with the Project Lead. You can do this either by making an appointment to meet or you may choose to first make your complaint in writing. The Project Lead will then ask to meet you to discuss your concerns. If you need an interpreter, we will arrange for this, but may need a little more time to organise this. The Project Lead or General Manager will investigate the complaint and may interview any staff or talk with other people who may have been involved. She/ he will then write to you, responding to your complaint. You may wish to meet again to discuss this with them.

It is suggested that at each stage, the person investigating the complaint makes sure that they:

• establish what has happened so far, and who has been involved

• clarify the nature of the complaint and what remains unresolved

• meet with the complainant or contact them (if unsure or further information is necessary)

• clarify what the complainant feels would put things right

• interview those involved in the matter and/or those complained of, allowing them to be

accompanied if they wish

• conduct the interview with an open mind and be prepared to persist in the questioning

• keep notes of the interview

**Resolving the complaint**

At each stage in the procedure either nursery school or children's centre will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. It would be useful if complainants were encouraged to state what actions/outcome they feel might resolve the problem at any stage. An admission that the nursery school could have handled the situation better is not the same as an admission of negligence. In addition, it may be appropriate to offer one or more of the following:

• an apology or an explanation

• an admission that the situation could have been handled differently or better

• an assurance that the event complained of will not recur

• an explanation of the steps that have been taken to ensure that it will not happen again

• an undertaking to review the policies of real Action considering the complaint

An effective procedure will identify areas of agreement between the parties. It is also of equal importance to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues.

If the complaint is about the Project Lead, you may contact the General Manager. If the complaint is about the General Manager, you may contact the Board of Trustees, c/o Real Action. The responsible person to investigate the matter will try to resolve issues by looking at what has happened so far and evidence from the first decision or outcome. They may suggest another solution.

**Recording Complaints**

Real Action should record the progress of the complaint and the outcome. A complaint may be made in person, by telephone, in writing (email). At the end of a meeting or telephone call, it would be helpful to ensure that the complainant and Real Action have the same understanding of what was discussed and agreed. A brief note of meetings and telephone calls can be kept, and a copy of any written response added to the record.

The Board of Trustees should review the Complaints Policy regularly and monitor the number and range of complaints received, how these were dealt with, and any action taken. The monitoring and review of complaints can be a useful tool in evaluating Real Action’s performance.

**Time Limits**

Complaints need to be considered, and resolved, as quickly and efficiently as possible. An effective complaints procedure will have realistic time limits for each action within each stage. However, where further investigations are necessary, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

At each stage it is helpful to clarify exactly who will be involved, what will happen, and how long it will take. There may, on occasion, be the need for some flexibility, for example, the possibility of further meetings between the complainant and the person investigating the complaint.

**Stages of the complaints policy**

Stage 1 Informal Stage – Complaint heard by staff member

It is in everyone’s best interest that complaints are resolved at the earliest possible stage and as quickly as possible. The experience of the first contact between the complainant and Real Action can be crucial in determining whether the complaint will escalate. Therefore, if staff and Trustees are aware of the policy, they will know what to do should they receive a complaint.

If the member of staff involved feels too compromised to deal with a complaint, the complaint could be referred to a member of the leadership team (the Project Lead responsible for the service where the complaint was made). The ability to consider the complaint objectively and impartially is crucial. Where the complaint concerns the Project Lead, the complainant is referred to the General Manager and where the complaint concerns the General Manager or Education Director, the complainant refers to the Board of Trustees. The General Manager’s or Education Director’s influence may already have shaped the way the complaints are handled and resolved at this stage. If the informal process has been exhausted and no satisfactory solution has been found the complainant should be advised that the complaint could progress to Stage 2 of the policy.

Stage 2 – Complaint heard by the General Manager

Where the Project Lead or staff member has addressed the complaint at Stage 1 and the matter has been satisfactorily addressed, the matter will then be considered closed.

If the complainant is not satisfied with the response, they should request that their concerns be referred to the General Manager (if they have not already dealt with the issue). The complainant should be invited to put the complaint in writing to the General Manager (or Chair of Trustees if the complaint is against the Education Director or General Manager). This should be sent to the Chair of Board of Trustees, as appropriate, as soon as possible. The General Manager will seek any necessary clarification of the concerns including interviewing the complainant where this would be helpful.

The General Manager will advise the complainant of the outcome of their consideration. The General Manager will if this is not possible, request for an extension. At this point the General Manager may still seek to resolve the complaint informally.

The written response will include reasons for the conclusions reached by the General Manager, what action, if any, that Real Action proposes to take to resolve the matter and advise the complainant of the right to request a meeting with Trustees if they remain dissatisfied with the outcome.

The complainant will have 10 days from receipt of the outcome in which to ask for an appeal.

Stage 3 – Appeal Heard by the Education Director and the Board of Trustees

Where a complainant has made an approach to a member of staff and the General Manager through the formal stage and is not satisfied with the outcome, they should write to the Education Director and the Chair of the Board of Trustees within 10 days giving details of their concerns and asking for an appeal against the decision or action taken by the General Manager. The Chair of the Board of Trustees will seek to arrange a meeting of the appropriate Committee of the Trustees within 20 days.

The Board of Trustees of Real Action will only hear appeals that have already progressed through Stages 1 and 2 of this procedure. As the Chair of Board of Trustees may be involved at an earlier stage in the procedure (particularly where the complaint is about the Education Director and the General manager) it may be wise not to include the Chair as a member of the Committee to avoid any possible challenge that the Chair was not sufficiently impartial.

This is the last stage of the complaints policy.

**The Complaints Committee**

The Committee should consist of no less than three trustees who will appoint their own Chair. The Education Director or General Manager would be expected to attend the appeal hearing to give evidence and explain the conclusions. The Committee can:

• Dismiss the complaint in whole or in part

• Uphold the complaint in whole or in part

• Decide on the appropriate action to be taken to resolve the complaint

• Recommend changes to the school’s systems or procedures to ensure that problems of a similar nature do not recur.

**Notification of the Committee’s Decision**

The Chair of the Committee needs to ensure that the complainant is notified of the Committee’s decision, in writing and notify in writing the outcome of the appeal to the complainant, Education Director and General Manager within five days of the hearing.

**Further action**

We hope that all concerns and complaints can be satisfactorily settled, but if you wish to you may also contact outside organisations who will investigate your complaint providing it is not a school related management issue.

• Ofsted can be contacted on 0845 601 4772

• You could contact the Local Authority c/o the Director of Education at Westminster City Council. The LEA has no power to re-investigate general complaints or impose solutions, but will try to help resolve disputes: Director of Education, Westminster City hall, 64 Victoria Street, London SW1E 6QP

• The ombudsman can look at maladministration of Council functions but will not investigate internal issues: The Local Government Ombudsman 21 Queen Anne’s Gate, London SW1H 9BU

**The Board of Trustees adopted this policy on 6th September 2022**

Authored by: Layo Segun