

South Devon UTC Complaints Policy

Document Control

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1. PURPOSE AND SCOPE

- 1.1. This policy specifies the processes by which complaints from parents, the community or students are to be dealt with at South Devon UTC.
- 1.2. A complaint is an expression of dissatisfaction whether made orally or in writing.
- 1.3. The majority of issues raised will be concerns, rather complaints. South Devon UTC is committed to resolving the majority of issues at the earliest stages, before they become formal complaints.
- 1.4. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. This policy indicates appropriate timescales, which must be adhered to.
- 1.5. No complaint will be heard where the date of it's happening is greater than one year previously.
- 1.6. Complaints should not be taken straight to a member of the Governing Body. If a Governor is approached by a parent, student or member of the public about a complaint they should inform the Principal or their delegated authority holder in the first instance.

2. THIS POLICY HAS 4 STAGES

- 2.1. Stage 1 – A concern is raised informally with a member of staff.
- 2.2. Stage 2 – A formal complaint is received by the respective Key Stage Leader.
- 2.3. Stage 3 – Complaint is heard by the Principal
- 2.4. Stage 4 – The Governing Body's Complaints Appeal Panel hears Complaint.

3. STAGE 1 – Concern heard by a member of staff.

- 3.1. Where a complainant is unhappy with an issue in South Devon UTC they should contact their child's tutor in the first instance. If the complainant indicates that they would have a problem with that member of staff then the complaint should be heard by an alternative member of staff detailed by the Principal or their delegated authority holder.
- 3.2. When the complaint is with regards the Principal, this should be put in writing to the Governing Body (stage 4).

4. STAGE 2 – Complaint heard by the Key Stage Leader

- 4.1. Formal complaints should be put in writing to the Principal. He/she will designate a member of staff to investigate.
 - 4.2. The school will ordinarily acknowledge complaints within 2 working days. Often this will include details of the action taken as a result of the complaint.
 - 4.3. A meeting may be convened to discuss the matter further; this meeting will normally take place within 10 working days.
 - 4.4. If you are not satisfied with the outcome of the investigation at this stage you must indicate such to the school in writing within a further 10 working days.
5. STAGE 3 – Complaint heard by the Principal
- 5.1. If the complaint has not been resolved at Stage 2 the Principal will investigate further. The Principal will give a written response within 10 working days.
 - 5.2. If you are dissatisfied with the result at stage 3 you must let the College know in writing within 10 working days.
6. STAGE 4 – Complaint heard by the Governing Body’s Complaints Appeal Panel.
- 6.1. If the complainant is still not satisfied with the result at stage 3 they may make written representation to the Governing Body’s Complaints Appeal Panel. This representation must be made within 10 working days of the Principal’s decision at Stage 3.
 - 6.2. The hearing will normally take place within 10 working days of receipt of the written request to escalate the complaint to stage 4.
 - 6.3. The aim of the Appeal Panel is to impartially resolve the complaint and to achieve reconciliation between the interested parties.
 - 6.4. All parties will be informed of the decision of the panel within 3 working days of the hearing.
7. Complaints about the Principal
- 7.1. Where the complaint is specifically about the Principal, the Chair of Governors will investigate.
 - 7.2. The Governor’s appeal hearing is the last stage of the School-based complaints process.
8. Unacceptable behaviour by the complainant – Should a complainant’s behaviour be deemed unacceptable, in that they are offensive or aggressive to members of the UTC community then:
- 8.1. If they are on UTC premises at the time they will be asked to leave. They should be informed that they will be contacted by the chair of governors. The Principal or their delegated authority will have this conversation with them.
 - 8.2. They should be informed that if they continue and the member of staff feels threatened then the Police will be called.
 - 8.3. The complaint may be considered later once the unacceptable behaviour has ceased. This action will be considered jointly by the governing body and the Principal.

