

# INGFIELD MANOR SCHOOL COMPLAINTS AND REPRESENTATIONS POLICY

Policy implemented: January 2025

Last reviewed:

Next review due: June 2027

At Salutem our policies are regularly updated and reviewed. However, occasionally policies may be reviewed after the set next review date after some consultation and research. In these rare occasions, the out-of-date policy will remain **VALID** until it is reviewed by the policy sponsor.

## 1. Summary

This policy sits under our company 'feedback, compliments and complaints policy' and details procedurally how complaints are dealt with locally.

## 2. Document Control

Initial purpose and scope of the new policy/procedure agreed by:	James Winchester, Principal, June 2025
Sponsor Technical review carried out:	Katie Pingree, Quality Manger- Education June 2025
Final Information Governance quality check carried out:	David Gregory, Divisional Director – Education – June 2025
Date implemented:	June 2025
Version Number:	1.0
Date of the next review:	June 2027
Department responsible:	Education
Job Title of Lead Person:	James Winchester, Principal
Author / Main Contact, including their job title (if different from above):	

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy.

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Salutem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

### EQUALITY AND DIVERSITY STATEMENT

The Salutem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.



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This policy must be brought to the attention of all employees.

The controlled version of this policy and its associated documents are available on BLINK. Printed or downloaded copies are uncontrolled and may not be up to date.

## 4. Principles

### Statement and Vision

Our objective is to provide a secure, calm and welcoming environment for all students and staff. We recognise that these aspirations can only be achieved by the wholehearted commitment and support of the whole school community. Occasionally, situations will occur which prevent the fulfilment of those aims and give cause for complaint.

### Aims

In operating this Complaints Policy, we aim to:

- encourage resolution of problems by informal means wherever possible
- handle the complaint swiftly with established time limits for action, keeping people informed of progress
- ensure a full and a fair consideration of the complaint
- have due regard for the rights and responsibilities of all parties involved
- respect confidentiality
- address all points at issue and provide an effective response
- provide information to the senior Leadership and Governing body so that policy and practice can be improved

### Who can make a complaint?

This complaints procedure is not limited to students, parents or carers of children who are registered at the school. Any person, including members of the public, may make a complaint to Ingfield Manor School about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

### The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

## **How to raise a concern or make a complaint**

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the class teacher, Head of Department, or Principal. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against school staff (except the Principal) should be made in the first instance, to James Winchester (School Principal) via the school office. Please mark them as Private and Confidential.

Complaints which involve or are about the Principal should be addressed to David Gregory (Divisional Director), via the school office. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure (Appendix 3). If you require help in completing the form, please contact the school office. You can also ask third party organisations such as Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

## **Anonymous complaints**

We will not normally investigate anonymous complaints. However, the Principal or the Divisional Director, if appropriate, will determine whether the complaint warrants an investigation.

## **Timescales**

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

## **Complaints received outside of term time**

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

## Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Ingfield Manor School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> <li><input type="checkbox"/> Admissions to schools</li> <li><input type="checkbox"/> Statutory assessments of Special Educational Needs</li> </ul>	<p>Concerns about admissions, statutory assessments of Special Educational Needs, should be raised with the appropriate local authority</p>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Matters likely to require a Child Protection Investigation</li> </ul>	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the West Sussex local authority designated officer (LADO), who has local responsibility for safeguarding. To Report a concern follow the link - <a href="https://socialcareportal.westsussex.gov.uk/s4s/FormDetails/FillForm?formId=445">https://socialcareportal.westsussex.gov.uk/s4s/FormDetails/FillForm?formId=445</a> - 03302226454) or the Integrated Front door team (<a href="mailto:WSChildrenServices@westsussex.gov.uk">WSChildrenServices@westsussex.gov.uk</a>) 01403 229900</p>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Exclusion of children from school*</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline">www.gov.uk/school-discipline</a><a href="http://www.gov.uk/school-discipline-exclusions/exclusionsexclusions/exclusions">http://www.gov.uk/school-discipline-exclusions/exclusionsexclusions/exclusions</a>.</p> <p><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i></p>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Whistleblowing</li> </ul>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Local authority and / or Ofsted can be contacted as a point of contact for anyone wishing to whistleblow externally.</p> <p>Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or Ofsted depending on the substance of your complaint.</p>

<input type="checkbox"/> Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
<input type="checkbox"/> Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.  Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
<input type="checkbox"/> Complaints about services provided by other providers who may use school premises or	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams (ie. LADO) or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Ingfield Manor school in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## Resolving complaints

At each stage of the procedure, Ingfield Manor School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

## **Withdrawal of a Complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

## **Student complaints**

It is important that every student attending Ingfield Manor school, regardless of level of need, has the right to raise a complaint. Students may require support and / or guidance to access complaints procedures. Children and young people attending Ingfield Manor school have an allocated team member assigned to them. In addition, they can also choose an advocate. Staff should also make it clear to students that they have the right to access representation external to the school should they wish.

'Easy read' posters are accessible throughout the school with key people listed as to who students can raise a complaint with, personalised for each department. 'Something's wrong' books are made available to students who may require supplementary vocabulary / symbols to aid their communication. An easy read 'students guide' is also available for students regarding raising a complaint (Appendix 1).

Staff at Ingfield manor school receive training to help understand different ways in which students at Ingfield Manor school may complain. i.e.. Changes in behaviour, withdrawal. Each student's 'support plan' identifies these key behaviours so that staff can always remain vigilant. Appendix 2 highlights possible behaviours that our students may display as a way of indicating they are / or would like to complain.

## **Stage 1 – Concern Stage**

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Ingfield Manor School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

In the first instance, concerns should be addressed to the member of staff in question or class teacher who will try to clarify the nature of the concern and the outcome being sought.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the member of staff will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Principal will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Ingfield Manor School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

## **Stage 2 – Formal Complaint Stage**

Formal complaints must be made to the Principal (unless they are about the Principal), via the school office. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.

The Principal will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working school days. This will be copied to the Divisional Director

Within this response, the Principal will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Principal can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Principal may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken. The school's Local Governing Body, and / or proprietor's may also be asked to be involved in a complaint at this stage, if appropriate.

During the investigation, the Principal (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation

At the conclusion of their investigation, the Principal will provide a formal written response within 28 school working days of the date of receipt of the complaint.

If the Principal is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Ingfield Manor School will take to resolve the complaint. This must be forwarded to the complainant within 5 working days of the decision.

The Principal will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the Principal, the Divisional Director will complete all the actions at Stage 2.

Complaints about the Principal must be made to the Divisional Director, via the school office.

All complaints made at this stage will be logged on the establishment's database; Nourish.

### **Stage 3**

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they should write to the Principal giving details of their concerns and asking for the matter to be given further consideration. This will be forwarded to the Divisional Director.

A request to escalate to Stage 3 must be made to the Principal, via the school office, within 5 school days of receipt of the Stage 2 response.

The Divisional Director will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 2 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

In the first instance, the Divisional Director will then:

- Check that, where appropriate, the complainant has completed Stages 1 and 2
- Seek any clarification regarding the nature of the complaint
- Inform the COO and the Director for QA and Governance, (and where appropriate CEO)
- Arrange for the Complaints Committee to hear the complaint as soon as possible
- Invite the complainant and any representative to the meeting

The Divisional Director will aim to convene a meeting within 20 school days of receipt of the Stage 3 request. If this is not possible, the Principal will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Principal will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The complaints committee will consist of at least two senior Ambito Care and Education staff with no prior involvement or knowledge of the complaint. Where possible, at least one panel member should be independent of the management and running of the school. However, in circumstances where this may not be an option the complainant will be informed. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee.

The committee will hear the complaint by inviting parties to a meeting or through written representations if the complainant should choose to do so, but in responding to any requests they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least 5 school days before the meeting, the Principal / Divisional Director will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 3 school days before the meeting

Any written material will be circulated to all parties at least 3 school days before the date of the meeting. The committee will not normally accept as evidence, recordings of conversations which were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 2 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future

The Chair of the Committee will provide the complainant and Ingfield Manor School with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. The response will also detail whether concerns were resolved following a formal procedure or proceed to a panel hearing. Where appropriate, it will include details of actions Ingfield Manor School will take to resolve the complaint. The response will be provided to the complainant and where relevant to the person complained about.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

## **Next Steps**

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Ingfield Manor School. They will consider whether Ingfield Manor School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at:

[www.education.gov.uk/contactus](http://www.education.gov.uk/contactus) , by telephone on: 0370 000 2288 or by writing to:

Department for Education

Piccadilly Gate

Store Street Manchester M1 2WD.

The school will ensure all correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or body conducting an inspection under section 109 of the 2008 Act requests access to them. The school will maintain a formal written record (of stage 2 /3 complaints) available for inspection on the school premises by the Proprietor and the Principal.

## **5. Areas of Governance**

This policy has been written with expert contribution from appropriate stakeholders. The Information Governance Team will monitor, reflect on and gain organisational learning from the

implementation of this policy. This policy will be reviewed and updated two years from implementation unless legal changes demand a more timely amendment.

The application of this policy and its associated documents is mandatory for all services staff, volunteers, agency staff and all other Salitem representatives. Staff understanding of this policy and associated documents will be assured through training, assessment of competency and supervision.

Staff understanding of this policy will be assured through training and the delivery of awareness raising workshops as deemed necessary by SLT. The people we support will be involved in the review to ensure it captures the important issues for them.

## 6. Areas of Responsibility

### **Complainant**

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

### **Investigator**

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - o sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
  - o interviewing staff and children/young people and other people relevant to the complaint o consideration of records and other relevant information
  - o analysing information

- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Principal or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems

The Principal or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

### **Complaints Co-ordinator (this could be the Principal)**

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Principal, Chair of Governors, Proprietor's, and LAs (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
  - o sharing third party information or additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records
- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale

- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision

### **Committee Chair**

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Principal) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted

### **Committee Member**

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
- No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant
- We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.
- many complainants will feel nervous and inhibited in a formal setting
- Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting. Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.
- The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests as the welfare of the child/young person is paramount.

## 7. Learning and Development

Salutem is committed to ensuring that all staff are aware of what is expected of them so that everyone is appropriately supported. Staff should speak to their line manager in relation to their learning needs using supervision and through the appraisal process.

## 8. Useful Links

<https://www.lgo.org.uk/make-a-complaint>

<https://www.disabilityrightsuk.org/making-complaint>

<https://www.citizensadvice.org.uk/wales/family/looking-after-people/social-servicescomplaintsw/social-services-complaints-using-the-complaints-procedure-w/>

## 9. References

Ofsted

Local Government and Social Care Ombudsman

Local Authority Social Services and NHS Complaints Regulations 2009

The Health Act 2009

Guidance issued by the Department of Health within the Local Government Ombudsman’s ‘Principles of Good Complaint Handling’

## 10. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

Version Number	Date	Status	Changes
V1.0	June 2025	Published	New policy

## 11. Appendices

### Appendix 1

#### Complaints (student guide)

At Ingfield Manor School we will do all we can to make sure you are:

- Safe
- Happy with the teaching and support you receive
- Happy with the way you are treated

Please let us know if things are not going well for you. We believe all our students, including you, have the right to complain if something is wrong.

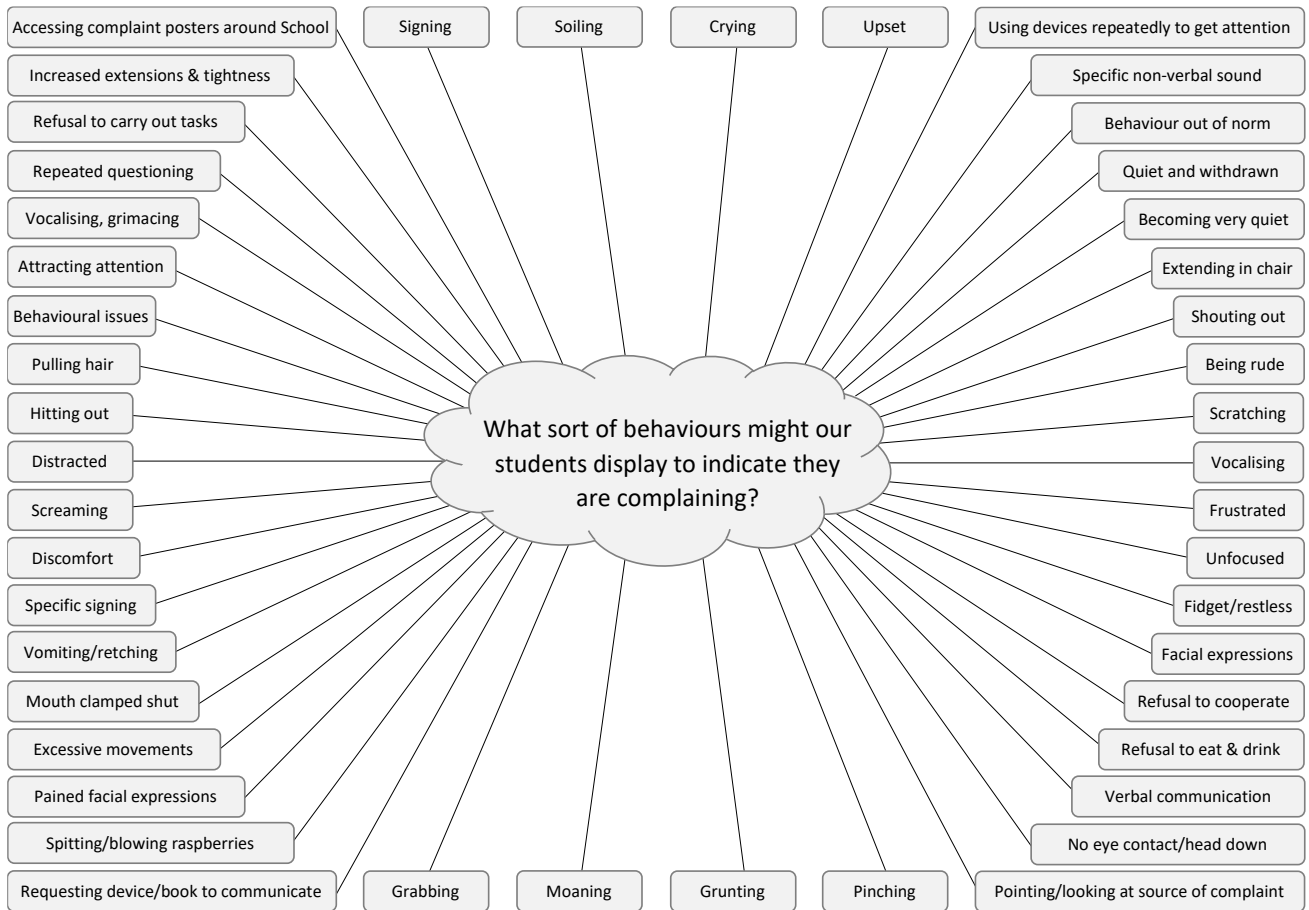
You have the right to let us know about anything that affects you whilst you are at school, as well as outside of school.

All complaints will be listened to and taken seriously. You can talk to any member of staff that you choose, which could be your *ATM* or teacher.

You can also have an advocate to listen to and deal with your complaint; they are not people who work for the school and are there to help you.

Any complaint you make will be written down. After we have written it down, we will look into what has been happening and let you know what we found out. We will tell you about what we will do. Details of your complaint will be kept in a complaints' file.

## **Appendix 2**



## Appendix 3 – Complaint Form

Please complete and return to the Principal, who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>
<b>Student's name (if relevant):</b>
<b>Your relationship to the student (if relevant):</b>
<b>Address:</b>  <b>Postcode:</b> <b>Day time telephone number:</b> <b>Evening telephone number:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about it:</b>

**What actions do you feel might resolve the problem at this stage?:**

**Are you attaching any paperwork? If so, please give details:**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**