



## THLCIC Complaints Procedure

### PURPOSE OF THE COMPLAINTS PROCEDURE

This procedure aims to reassure parents and others with an interest in Treasure House that:

- Any complaint against the School will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- The school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for our students.

### SCOPE OF THE PROCEDURE

A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work.

This procedure deals with day-to-day complaints about the management of Treasure House and/or day-to-day running of the school. This does not include issues concerning admissions, exclusions, SEN assessments, safeguarding issues or serious allegations of professional abuse, criminal offences or staff disciplinary matters which would be dealt with in accordance with the appropriate policies and procedures.

Anyone may complain eg parents, carers, neighbours or anyone with an interest in the school. However, it is expected that it would be mainly parents or carers.

A complaint may be made by telephone, email, in person or in writing.

Guidance may be requested from the Local Authority when the complaint is made, by both parent/carer or the School. However, the Local Authority is not responsible for investigating the complaint which will be dealt with internally by the School.

A record will be kept of all conversations and meetings with the parent/carer to resolve complaints. Minutes will be taken in all formal meetings. All of these will be kept on file separately from the student records.

There may be occasions when, despite efforts to resolve the problem, the parent/carer still remains dissatisfied. If the parent/carer seeks to re-open the same issue, Treasure House reserves the right to inform him/her in writing that the matter is exhausted and the matter is closed.

### Stage 1: Informal stage

On occasion a parent may raise a concern directly with school staff without any formality. At this point the School will seek to clarify the issue and resolve the concern in a speedy and effective way.

However, if the concern is not resolved immediately and a complaint is confirmed by the parent, the opportunity to discuss the matter with an appropriate member of staff will be given

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ie a Director. In case of complaint against a particular director this stage will be heard by another director.

The director will discuss the issue with the parent/carer and those involved in school with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the School proposes to take.

If the informal process has been exhausted and no satisfactory solution has been found the parent will be asked by the member of staff dealing with the complaint whether he/she wishes the complaint to be dealt with formally at stage two of this procedure.

If wishing to proceed with the complaint, the parent will be invited to put the complaint in writing to the Directors of Treasure House. This should be sent to the Directors within **10 school days** of the complaint being made.

## Stage 2: Referral to the Directors for further investigation.

The Directors will acknowledge receipt of the written complaint within **5 school days** of receipt and provide an opportunity to meet the parent/carer to discuss this complaint.

The Directors will investigate the complaint and a response will normally be sent within **10 school days**. If this is not possible a letter will be sent explaining the reason for the delay and providing a revised target date.

The written response will include full reasons for the conclusions reached by the Directors and what action, if any, the School proposes to take to resolve the matter.

## Stage 3: Further Action

Should the matter still remain unresolved the School will make provision for a hearing before a panel appointed by or on behalf of the School and consisting of at least three people who were not directly involved in the matters detailed in the complaint. In addition, at least one panel member is independent of the management and running of the school.

A meeting should be set up with all parties involved within **20 working days** of the complaint being received. A letter outlining the outcome of the meeting will be sent to the parent/carer within **5 working days** of the meeting.

The parent(s) or carer(s) filing the complaint will be able to attend the hearing and can be accompanied if they wish.

The hearing panel will make findings and recommendations, and copies of those will be provided to the complainant, and, where relevant, the person complained about, and will be available for inspection on the school premises, by the proprietors.

Written records will be kept of all complaints that are not resolved on an informal basis, whether they are resolved following formal procedures or panel hearing. All actions taken by the school as a result of those complaints (regardless of whether that are upheld or not) will also be formally recorded.

All complaints, statements, correspondence, minutes, notes, and records of conversations 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.

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This policy was last reviewed in July 2015 and will be reviewed every three years or as changes in legislation dictate.

**Signed** ..... **Date** .....

*Helen Webb*

**Director**

**Signed** ..... **Date** .....

*Naomi Long Srirotriam*

**Director**

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