



COMPLAINTS POLICY

Version:	V3 -Replaces previous Policy
Last updated:	December 2019 Reviewed Nov 2020
Next review:	November 2021 or when there is a change in circumstances, in work practices or the introduction of new legislation.
Signed	<i>J Haslam</i>
Lead	Jane Haslam

This policy meets all the requirements of SEN and Disability (SEND) Code of Practice. It will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

Index of Contents

Framework of principles	3
Definition of complaint	3
Definition of complainant	3
Stage 1 – Informal resolution	3
Stage 2 – Formal resolution	4
Stage 3 – Panel hearing	4
The outcome of complaint	4

COMPLAINTS POLICY

LifeBridge ASEND, Our Board of Trustees and our Director of Post 19 are totally committed to providing the best educational experience possible for all young adults who attend LifeBridge ASEND.

The policy at LifeBridge ASEND is to treat all complaints seriously in accordance with this policy. We recognise the importance to all concerned that complaints are handled in a confidential, fair and timely manner. To this end, we have adopted the underlying principles and procedures set out in this document.

Framework of Principles:

Our complaints procedure aims to:

- Encourage resolution of problems by informal means wherever possible;
- Be accessible and publicised;
- Be simple to understand and use;
- Be impartial;
- Be non-confrontational;
- Handle complaints swiftly within established time-scales;
- Keep people informed of the progress;
- Ensure a full and fair investigation;
- Respect confidentiality;
- Consider all the issues and provides an effective response and appropriate redress, where justified;
- Provide information to the Board of Trustees and Leadership Team so that services can be improved.

Definition of complaint:

A complaint is any communication received by a person or persons with a legitimate interest in LifeBridge ASEND, but not employed at LifeBridge ASEND, which expresses dissatisfaction about the standard of teaching by members of the teaching staff, or about the conduct, actions or omissions by members of the teaching or non-teaching staff employed by LifeBridge.

Definition of a complainant:

A complainant is someone:

- Who allegedly has been wronged
- Whose son or daughter has been wronged (this includes parents, carers or other person with parental responsibility)

Stage 1 - Informal Resolution

- It is anticipated that most complaints or concerns raised will be resolved quickly and informally

- Complaints must be made to the Head of Post 19. The Head of Post 19 will make a written record of all complaints or concerns and the date on which they were received. S/he may then pass the complaint or concern to an appropriate member of staff to resolve the matter.
- Most complaints and concerns are likely to be resolved at this point.
- If the matter is not resolved within 5 working days or it is apparent that a satisfactory resolution will not be achieved the parents/carers will be advised to progress their complaint to Stage 2.

Stage 2 – Formal Resolution

- If it has not been possible to resolve the complaint or concern on an informal basis, then the parent/carer must put their complaint in writing, addressed to the Head of Post 19.
- The Head of Post 19 will consider the complaint and will decide on the appropriate response. The aim is to resolve the matter at this stage by meeting or speaking to the parents/carers, usually within 10 working days.
- The Head of Post 19 will keep written records of all discussions or meetings in relation to the complaint.
- It may be necessary for the Head of Post 19 to conduct further enquiries or investigations.
- Once the Head of Post 19 is satisfied, as far as is reasonable, that all the relevant facts have been established, a decision will be made and the parents/carers informed in writing. The Head of Post 19 will aim to do this within 15 working days.
- If the parents/carers are still not satisfied with the decision they should proceed to Stage 3.

Stage 3 - Panel Hearing

- If the parents/carers wish to move to stage 3 the matter will be referred to a Complaints Panel. The Panel will consist of at least three people who were not directly involved in the matters detailed in the complaint.
- One panel member will be independent of the management and running of LifeBridge ASEND.
- The attending parent/carer may be accompanied by one person, a friend, relative or member of LifeBridge ASEND staff at the panel hearing if they wish. Legal representation would not be allowed.
- It is the aim of the Panel to hear complaints within 20 working days.
- The Panel's decision is final and will be notified to all parties as soon as possible after the meeting.

The outcome will be one of the following:

- 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 LifeBridge ASEND'S systems or procedures to ensure that problems of a similar nature do not recur.

Findings and recommendations made by the Panel will be retained within LifeBridge ASEND and will be available to the Board of Trustees and members of the SLT to facilitate any improvements identified.

A written record of all complaints or concerns will be kept with an indication of:

- Whether the complaints are resolved following a formal procedure
- Whether the complaints proceeded to a panel hearing
- The action taken by LifeBridge ASEND because of the complaints (regardless of whether they are upheld).
- All information relating to correspondence, statements and records relating to individual complaints will be kept confidential except where there is a statutory duty of disclosure.

LifeBridge ASEND Complaint Form

Please complete and return to the Head of Post 19 who will acknowledge receipt and explain what action will be taken:

Email: jhaslam@lifebridge.co.uk

F.A.O: - Ms J Haslam

Address: Susan Isaacs Building, LifeBridge ASEND, Vernon Street, Bolton, BL1 2DD

Tel: 01204 391038

Name of Parent or Guardian:

Learner Name:

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

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

Who has raised the Complaint?

Which Young Adult does the complaint refer to:

Nature of complaint:

Which internal or external process has taken place:

What was the outcome of Complaint Process?

Has this complaint been presented at Board level?

Are there any reviews of practice or further training needed in this area?

Are all Minutes / documents collected and stored in the Admin Filing cabinet? Give details: -

Staff Note

Please initial and date every stage for auditing purposes.