



help4kidz.net

COMPLAINTS PROCEDURE

Complaint procedures

All complaints will be recorded and held on file.

Students: it is an obligation to follow up pupil complaints and to investigate specific allegations where they have been made. It is a necessity to keep a written record of questions asked and procedures followed when looking into a complaint. Any formal complaint relating to Help 4 Kidz Ltd should be addressed to the company director, either in writing or in person.

Staff: these complaints may concern the specific behaviour of a pupil or pupils or could be related to unprofessional conduct by colleagues. Once again there is a duty for all matters to be fully investigated and recorded. Staff contracts include a grievance procedure. Where a member of staff feels aggrieved with a senior management decision, he/she is encouraged to talk to a staff representative.

Parents: Help4Kidz Ltd prides itself on the quality of the delivery and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by Help4Kidz Ltd in accordance with the following procedure.

Procedure

Stage 1 – Informal resolution, it is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a complaint, they should normally contact a staff member. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the staff member cannot resolve the matter alone, it may be necessary for them to consult a member of SLT (Senior Leadership Team). The SLT member will then conduct a review of the informal complaint.

Staff will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within three weeks or in the event that staff member and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.

Stage 2 - formal resolution

If the complaint cannot be resolved on an informal basis, then the parents/school should put their complaint in writing to the company director. The company director, after considering the complaint, the appropriate course of action to take.

In most cases, the company director will meet the parents concerned, normally within 7 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the company director to carry out further investigations.

The company director will keep written records of all meetings and interviews held in relation to the complaint.

Once the company director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and parents will be informed of this decision in writing.

The company director will also give reasons for his decision. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records will be kept confidential.

Record-keeping

All complaints will be recorded in a locked file in the company director's office. The date of the complaint, name of the complainant, nature of the complaint, and actions taken should be recorded within such a file. All correspondence, statements, and records relating to individual complaints are kept confidential.