



φύσις

Physis [fie-sis] a Greek word meaning the natural energy for growth, change and development.

2018

Complaints Policy



Physis Quantum is a specialist provider of exciting and innovative services to Children and Young People in a variety of different settings.

**Physis Heathgates
Academy**

[ead Teacher – aplant@physisgroup.co.uk](mailto:aplant@physisgroup.co.uk)

This policy is designed and written to be used in conjunction with other Pysis policies, and as such, all employees are responsible for ensuring they are fully conversant with all relevant company policies and procedures; failure to do so may lead to disciplinary proceedings and dismissal. It is the individual responsibility of every staff member to ensure they seek any clarification required in respect of this policy from their line manager, or the person named at the end of this document, should that be deemed necessary.

Heathgates Academy prides itself on its desire to promote lifelong learning, and as such welcomes opportunities to improve and develop the environment in which that is offered, either through addressing issues of procedure and/or practice. Should it be deemed necessary by a parent/carer/corporate parent/student or concerned individual to express a complaint, we at Heathgates would offer the assurance that they can expect this to be treated with the utmost levels of professionalism to ensure the matter is dealt with seriously, sympathetically and efficiently.

All complaints are recorded, and these records are reviewed by the Head Teacher and Management Committee; this policy is reviewed as appropriate, and on a bi-annual basis. Pysis Heathgates Academy will publish annually the number of complaints received in that academic year.

Stage 1 – Informal resolution

- .1 It is hoped that most concerns can be resolved on this basis.
- .2 Should a concern arise, it should be appropriately addressed to the specific member of staff concerned. In the main, this will enable all parties to fully resolve any concern. The member of staff will record this informal resolution on a contact sheet.

- .3 If resolution is not reached at this, it should be understood by the parties involved that the matter will have to be elevated to Stage 2 of this procedure, and it should be understood that this may be at the instigation of the Heathgates Academy staff member, as well as being an option open to the complainant. This will be done within 5 working days

Stage 2 – Formal Resolution

- 2.1 If the complaint cannot be resolved on an informal basis, then the parent, or individual/organisation with parental responsibility, should put the complaint in writing to the Head Teacher at aplant@physisgroup.co.uk
- 2.2 Once the Head Teacher is satisfied that, so far as is practicable, all of the relevant facts have been established, by means including speaking to and/or meeting with the complainant, a decision will be made and the decision will be communicated in writing. The Head will also give reasons for his/her decision. This process, given all fair and reasonable restraints involved, should take no longer than 5 working days.
- 2.3 Should the matter still not be resolved to the satisfaction of the complainant, they may proceed to Stage 3 of this procedure.

Stage 3 – Principal Referral

- 3.1 If the complaint cannot be resolved by the Head Teacher then the parent/student should put the complaint in writing to the Management Committee who will consider/hear the complaint at laurence@physisgroup.co.uk
- 3.2 Once the Management Committee is satisfied that, so far as is practicable, all of the relevant facts have been established, by means including speaking to and/or meeting with the complainant, a decision will be made and parents/students will be informed of the decision in writing.
The Management Committee will also give reasons for the decision. This process, given all fair and reasonable restraints involved, should take no longer than 10 working days.
- 3.3 If the complainant feels dissatisfied with the outcome, they may proceed to Stage 4 of this procedure.

Stage 4 – Head of Service

- 4.1 A referral of a complaint for consideration by the Head of Service may only be made in the following circumstances: This can go to laurence@physisgroup.co.uk
 - 4.1.1 Where the complaint is about the actions of the Management Committee (other than actions taken under Stage 3 of this procedure);
 - 4.1.2 There is a complaint about a procedural irregularity applied by the Management Committee in discharging their responsibilities at Stage 3 of this procedure which affected the outcome of the complaint.
- 4.2 A complaint under Stage 4 may not be brought simply because a complainant is dissatisfied with the outcome of Stage 3.
- 4.3 Any complaints under Stage 4 shall be directed to the Head of Service (or such other person nominated by the Board of Directors to perform this duty) who shall consider (i) whether the case has been appropriately brought under clauses 4.1.1 or 4.1.2 above; and whether there are good grounds to refer to the Board of Directors for consideration. This stage allows for parents or those with parental responsibility to attend the panel hearing and be accompanied if they wish.
- 4.4 If the complaint is not referred for consideration by the Board of Directors, the Chief Executive Officer shall write to the complainant, giving an explanation for his/her reasons.
- 4.5 If the complaint is referred to the Board of Directors Complaints Panel, the Chief Executive Officer shall write to the complainant giving details of the hearing which will take place as soon as practicable and normally within 10 working days.
- 4.6 The matter will then be referred to the Board of Directors for consideration. This consideration will be carried out by at least two persons not directly involved in the matters detailed in the complaint, with one of whom entirely independent of the running of the school. It may be at this stage that a fully Independent, and suitably qualified and experienced individual may be added to the consideration panel; details of any such addition will be forwarded to the complainant as a matter of urgency.
- 4.7 If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the

hearing. Copies of such particulars shall be supplied to all parties not later than 5 working days prior to the hearing.

- 4.8 The complainant(s) may be accompanied to the hearing by one other person. Legal representation would not normally be appropriate.
- 4.9 If possible, the Panel will resolve the complaint immediately without need for further investigation.
- 4.10 Where further investigation is required, the Panel will decide how it should be carried out.
- 4.11 After due consideration of all the facts presented the Chief Executive Officer will write to the complainant(s) informing them of the decision made and reasons for it. The findings, and if any, recommendations will be sent in writing to the complainant(s), the Head of Centre, the Management Committee and, where relevant colleagues implicated in/ subject of the complaint.
- 4.12 A copy of the findings and recommendations will be provided to the complainant and where relevant the person complained about. The findings and recommendations are available for inspection on the school premises by the proprietor and the Head Teacher. Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.
- 4.13 All written records will be confidentially kept and will only be shared in accordance with section 162a of the Education Act 2002.

Notes and appendices:

- a) The number of complaints registered under the formal procedure (to Stage 3 or 4) during the preceding school year, is available upon request;
- b) http://www.uklaws.org/statutory/instruments_30/doc30242.htm provides clarification in respect of the issues surrounding confidentiality of these matters as raised in the introduction to the policy.
- c) The page following this page, being page 6, provides a blank template of a contact sheet that would be recorded on successful informal conclusion as per stage one of this policy document.

