



DISCOVERY

Wrap Around Care Complaints Procedure

Introduction

At Discovery we always strive to provide excellent wrap around care provision and safeguard our children. However, we accept that occasionally things can go wrong. This procedure describes how parents may make a complaint and to whom, if they are dissatisfied with any aspect of our provision.

We value our partnership with parents and will endeavour to resolve your concern or complaint as quickly as possible. To help us properly investigate your complaint we ask that you bring it to the attention of the provider as soon as possible, and in general, no later than 3 months after the event that gave rise to the complaint.

This procedure sets out how you may raise a concern or make a complaint and what can be expected at each stage of the process.

Procedure

Stage 1: Dealing with concerns informally

We hope that most concerns can be resolved at an early stage with a conversation with the provision manager.

The provision manager is available at the start and end of the session, or it may be more appropriate to make an appointment so that more time can be given to address your concern. Appointments can be made through contacting the provision.

If you feel your concern has not been resolved at this stage, you may wish to make a complaint by proceeding to the formal stage of this procedure.

Formal Stages

Stage 2 – Referral to Extended Services Manager

If your concerns have not been resolved at stage one, you can forward your complaint and/or request an appointment with the Extended Services Manager.

Please provide us with as much detail as you can to help us investigate your complaint using the attached Complaint.

Your complaint will be acknowledged within 5 school days and if requested at a mutually convenient time an appointment can be arranged to discuss your complaint.

The Extended Services Manager will then investigate your complaint and will provide you with a summary of their findings within 15 school days. If this is not possible, you will be advised of when they expect to be able to provide this information.

Your Key contacts are: -

- Provision Manager – Caroline Border (cborder@dsatleighfield.org)
- The Extended Services Manager – Lee Gill (lgill@discoveryschoolstrust.org.uk)

Stage 3: - Referral to the Discovery Executive Team

If your complaint is still not resolved, you can refer your complaint to the Trust's Executive Team within 10 school days of getting the Stage 2 response. Please see contact details below

hstockhill@discoveryschoolstrust.org.uk Head of Governance

If this complaint is related to a safeguarding concern then please email/write to the Head of Safeguarding and Pupil Wellbeing, care of the provider, providing a copy of the written complaint, the provision's response and details of why you are not satisfied with the outcome.

lbraithwaite@discoveryschoolstrust.org.uk Head of Safeguarding and Pupil Wellbeing

A member of the Executive team will acknowledge receipt within 5 school days of receiving the complaint and provide a timescale for response.

The CEO will review your complaint, the actions taken by the provider to resolve it and then you will be supplied with a written response.

Stage 4 – Complaints Panel Hearing

If you are unhappy with the Stage 3 outcome you can request a complaint panel hearing.

A complaints panel hearing is a review of the decisions taken after investigation of the complaint. The panel will not consider any new areas of complaint which have not been previously raised as part of the complaint's procedure.

A request for a hearing before the complaints panel must be put in writing to the Clerk to the Advisory Board at the school within 10 school days of the stage 3 decision being communicated.

The Clerk to the Advisory Board will acknowledge your request within 5 school days. The Clerk to the Advisory Board will make arrangements to convene a panel and will advise you of the date and time. The panel hearing should take place within 25 school days of the receiving your request.

The panel will consist of three members who have not been directly involved in the matters detailed in the complaint.

One member of the panel will be independent of the management and running of the school and Trust. This means that the independent complaint panel member will not be a DSAT Trustee, an Advisory Board Member of the school, or an employee of either the Trust, the provision or the school. For the avoidance of doubt, an Advisory Board Member from another Trust school or Cluster Board Governor from a different cluster may be the independent complaint panel member, as long as they are not an employee of the provision, school or the Trust.

As parent/carer you will be invited to attend the panel hearing and may be accompanied by another person, for example a relative or friend.

Every effort will be made to enable the hearing to take place within 15 school days of receipt of the request. However, please note that the panel will not normally sit during school holidays.

The panel will hear your complaint and make their findings and recommendations. They will decide if:

- the complaint investigation process was carried out fairly
- the outcomes were reasonable
- any more can be done to help resolve your issue

The decision, findings and any recommendations will be confirmed in writing (this may be by email) to you, normally within 5 school days of the hearing.

The decisions, findings and any recommendations will also be available for inspection by the Board of Trustees, the Trust Executive Leadership Team, the Extended Schools Manager, the provision manager and where relevant they will be provided to the person who is the subject of the complaint.

Further rights of appeal

The panel hearing is final stage of review for any complaint within the school and Trust but, if you are still unhappy, you can refer your complaint to the Department for Education (DfE).

The DfE can only look at complaints that have followed all stages of the procedure. To refer your complaint to the DfE please visit <https://www.gov.uk/complain-about-school/state-schools>

Confidentiality

A written record including the actions taken by the provision will be kept of all complaints, and of whether they were resolved at a formal stage or proceeded to a panel hearing.

Correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State or where disclosure is required in the course of a school's inspection or under other legal authority.

In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.

Anonymous Complaints

The school will not investigate anonymous complaints under the procedure. Anonymous complaints will be referred to the Extended Schools Manager who will decide what, if any, action should be taken.



Complaints Form: WAC

Your Name	
Pupil's Name (if relevant)	
Your relationship to the pupil (if relevant)	
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.	
Signed:	
Date:	

Office Use:

Date acknowledgement sent:	Complaint referred to:
By who:	Date: