

# Complaints Policy & Procedure

## Cambian Wisbech School

|                          |                     |
|--------------------------|---------------------|
| Policy Author / Reviewer | Tawanda Madhlangobe |
| Approval Date            | September 2024      |
| Next Review Date         | September 2026      |
| Version No               | 1                   |
| Policy Level             | Local               |
| Staff Groups Affected    | Education           |

## Contents

|      |  |    |
|------|--|----|
| 1.   | Monitoring & Review .....                              | 2  |
| 2.   | Introduction .....                                     | 2  |
| 3.   | Aims .....   | 2  |
| 4.   | Who Can Make Complaints .....                          | 3  |
| 5.   | The Difference between a Concern and a Complaint ..... | 3  |
| 6.   | How to Raise a Concern or make a Complaint .....       | 3  |
| 7.   | Timescales.....  | 4  |
| 8.   | Scope of Complaints Procedure.....                     | 4  |
| 9.   | Managing Complaint.....                                | 6  |
| •    | 9.1 Recording complaints .....                         | 6  |
| •    | 9.2 Reporting complaints .....                         | 6  |
| •    | 9.3 Complaint Process .....                            | 6  |
| 10.  | Anonymous Complaints.....                              | 8  |
| 11.  | Managing Serial and Unreasonable Complaints.....       | 8  |
| 12.  | Appendix A – Complaints Flowchart.....                 | 10 |
| 13.. | Appendix B – Complaint Form .....                      | 11 |

## 1. Monitoring & Review

The headteacher will undertake a formal review of this policy & procedure for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later one year from the date of approval shown above, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

Signed:



Tawanda Madhlangobe  
Interim Executive Headteacher  
September 2024

## 2. Introduction

Our school aims to meet its statutory obligation when responding to complaints from parents of pupils at the school and other stakeholders.

We want you and your child to be completely satisfied with the quality of service you receive from all of us here at Wisbech school. If you are unhappy or worried about anything, then we are here to listen and help.

Rarely, despite our best efforts, things do go wrong and you may wish to raise this with us. Wisbech school takes concerns and complaints very seriously and will make every effort to resolve matters as quickly as possible. We try to resolve concerns or complaints by informal means where possible. Where this is not possible, formal complaint procedures will be followed. We understand that there may be occasions when you may wish to raise a concern formally, in which case Wisbech school will endeavour to resolve the issue through the stages outlined in this complaints procedure.

You can access the school complaints procedure via our website: [Reports & Policies | Cambian Wisbech School \(cambiagroup.com\)](#) or, if you prefer, you can request a printed copy by calling the school on 01945 427276.

## 3. Aims

The school aims to give the complainant an opportunity to make our complaint procedure transparent and straightforward. We aim to:

- Treat all complainants with respect and courtesy.
- Be impartial and non-adversarial.
- Address all points and issues.
- Provide a prompt response.
- Facilitate a full and fair investigation by an independent person or panel where necessary.
- Keep complainant informed of the progress of the complaints processes.

- Be sensitive to the needs of all parties involved and make reasonable adjustments where necessary.
- Ensure that all decisions made are reasonable, fair, lawful, proportionate and rational.
- Learn from the findings and recommendations and make improvement to our school and the services we provide.

#### 4. Who Can Make Complaints

Our complaints procedure is not limited to parents or carers of children and young people that are registered at Wisbech school; any person, including members of the public, may make a complaint to the school about any provision of facilities or services that we provide. The individual, group or agent making the complaint is referred to as a **complainant** throughout this policy.

We ask all complainants to follow our procedures and cooperate with the school and treat all those involved with respect and give us a fair chance to deal with the complaint that you have raised.

Staff who wish to make a complaint are to follow the Grievance Policy (which encourages informal resolution ahead of the formal grievance process) or the Whistleblowing Policy.

#### 5. The Difference between a Concern and a Complaint

A **concern** may be defined as: ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A **complaint** may be defined as: ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure.

#### 6. How to Raise a Concern or make a Complaint

A concern or complaint can be made in person, in writing or by telephone. Concerns may be made by a third party acting on behalf of a complainant, as long as the appropriate consents have been given.

Complaints against education staff (with the exception of the headteacher) should be made in the first instance, to the Interim Executive Headteacher Tawanda Madhlangobe

To support the complaints process, we have a standardised form available (please see page 11) or you may prefer to send in a letter or email.

Paper copies of the standardised complaints form are available from the school office; please ask the receptionist if you require one by calling 01945 427276 or in person or by emailing [jennie.sharp@cambiangroup.com](mailto:jennie.sharp@cambiangroup.com)

Please mark written complaints as Private and Confidential and for the attention of Simon Paynter. Our address to send written complaints to is:

Cambian Wisbech school, The Old Sessions House, 32 Somers Road, Wisbech, Cambridgeshire, PE13 1JF.

Our telephone number is **01945 427276**

Our Headteacher's email address is [tawanda.madhlangobe@cambiagroup.com](mailto:tawanda.madhlangobe@cambiagroup.com)

Complaints that involve or are about the headteacher should be addressed to Steve O'Gara SEMH Schools Lead for Education. Please mark envelopes as Private and Confidential.

Our SEMH Lead's email address is [steve.ogara@cambiagroup.com](mailto:steve.ogara@cambiagroup.com)

It is advisable that complainants do not approach individual governors to raise concerns or complaints initially. They have no power to act on an individual basis and it may also prevent them from considering complaints should they need to be involved at a later stage.

We will consider making reasonable adjustments, if required, to enable complainants to access and complete the complaints procedure such as providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

There is a useful flowchart on Page 10 of this guide to help you with any questions, concerns or complaints you may have. If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In such cases our headteacher, Tawanda Madhlangobe, will refer you to an appropriate member of the Education team so that you can discuss your concerns in confidence. However, it may be that you would prefer the matter to be managed directly by the school, in which case the headteacher, Tawanda Madhlangobe, will be available for you.

## 7. Timescales

You must raise the complaint within three months of the alleged incident, or where a series of associated incidents have occurred within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

We will respond to acknowledge your complaint within 48 hours during term time. Complaints will be considered and resolved as quickly and efficiently as possible. We will consider complaints made outside of term time to have been received on the first school day **after** the holiday period and will acknowledge within 48 hours after first day.

As each complaint will require bespoke management, and whilst we have indicated specific timeframe within this policy they may not be practical in all case. As such, each case will be managed uniquely and within realistic timeframes. Where further investigations are necessary, revised time limits may need to be set. The complainant will be sent details of any new deadline and an explanation for the delay. It is important to note that if other bodies are investigating aspects of the complaint, for example the police, local authority, safeguarding teams or tribunals, this may impact our ability to adhere to the timescales within Cambian's Complaints Policy or result in the procedure being suspended until those public bodies have completed their investigations.

## 8. Scope of the Complaints Procedure

This procedure covers all complaints relating to the provision of services delivered by the school, other than complaints that are dealt with under other statutory procedures, including those listed below:

| Exceptions  | Who to Contact  |
|---|---|
| Concerns regarding admissions or initial assessments prior to admission | Name of Commissioning Manager<br>Wayne Parkes<br><a href="mailto:Wayne.Parkes@cambianguroup.com">Wayne.Parkes@cambianguroup.com</a>   |
| Matters likely to require a safeguarding investigation                  | Complaints regarding specific safeguarding concerns are managed under our Child Protection and Safeguarding Policy and in accordance with statutory guidance.<br><br>If you have serious concerns, you may want to discuss these directly with our Education Lead for SEMH Schools, Steve O’Gara ( <a href="mailto:steve.ogara@cambianguroup.com">steve.ogara@cambianguroup.com</a> ) or talk to your child’s social worker if appropriate. |
| Permanent Exclusion from school   | Further information about raising concerns regarding permanent exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a><br><br>Complaints about the application of the Behaviour Policy are made via our complaints procedure.   |
| Whistleblowing  | We have an internal whistleblowing procedure for all of our employees. This also includes temporary staff and contractors.  |
| Complaint about services provided by other providers                    | These should be directed to the providers of the services concerned   |
| Staff Grievances  | Complaints from staff will be managed under Cambian’s Grievance Policy.   |
| Staff Conduct   | Complaints about staff will be dealt with under Cambian’s Disciplinary Policy and procedures if appropriate.<br><br>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified if the matter is being addressed.   |

## 9. Managing Complaints

### 9.1 Recording complaints

A written record will be kept of all complaints. This will be logged on Behaviour Watch. This complaint log and all associated documents will be confidential and restricted to the Headteacher and/or the complaints coordinator.

This record / log should include:

- the date that the complaint was made
- who made the complaint
- who received the complaint
- when the complaint was acknowledged
- actions taken and by whom
- findings and investigations and will state at what stage of the complaint has been resolved (Informal, Formal or Appeals panel)
- whether the complaint was upheld or not, wholly or partially.

All correspondence, statements and records in relation to each individual complaint are to be made available to Inspectors under section 109 of the 2008 Act.

### 9.2 Reporting complaints

All complaints are to be reported to proprietors through submission of the weekly Key Performance Indicators (KPI).

All formal complaints against staff should be reported to the Regional Education Lead as well as the Human Resources Business Partner.

The number of formal complaints from the preceding year should be reported on the school website.

### 9.3 Complaint Process

#### Stage 1: Informal procedures

The complainant should raise the issue as soon as possible to the relevant member of staff or headteacher as appropriate either in person, by email or telephone. If you are unclear who to complain to please ring the office. The school takes informal concerns seriously and makes every effort to resolve the matter quickly, which may involve clarification or provision of information. The school will acknowledge your complaint within 48 hours during term time and outside of term time 48 hours from the first day back. The informal stage may involve meetings with the complainant and the headteacher and those involved in the complaint. We aim to resolve the complaint within 5 school days from the first day of the complaint. If the complainant is not satisfied with the responses from the informal stage, it will be escalated to the formal complaint stage.

#### Stage 2: Formal procedures:

Formal complaints can be raised in writing (letter or email), by telephone, in person or by a third party acting on behalf of the complainant to the headteacher of the school. The complainant should provide details such as relevant dates, times and relevant documents and indicate what they feel would resolve the complaint. The headteacher will record the date of receiving the complaint and keep a log of all actions and outcomes.

Your complaint will be investigated and the findings reported back to you within **20 school days** from receipt. If it is not possible to complete the report within 20 school days, you will be kept informed of the progress and the likely completion date. When your complaint has been investigated, you will be invited to

meet with the headteacher and /or the investigating manager to discuss the findings of the complaint. In some cases, depending on the nature of the complaint, it may be more appropriate for the complaint to be investigated by someone independent of the school.

*Any Complaints against the headteacher should be raised to the Education Lead for SEMH Schools [steve.ogara@cambiangroup.com](mailto:steve.ogara@cambiangroup.com) in the first instance. Where the complaint has not been resolved informally, a suitable skilled and impartial senior staff member not connected to the school will be appointed by the Managing Director for Education to investigate and provide findings and recommendations at the end of their investigation.*

If the complainant feels unable to raise concerns directly to the school, they may contact the company via the following address:

The Cambian Group  
Metropolitan House  
3 Darkes Lane  
Hertfordshire  
EN6 1AG

Upon receipt of your complaint an Operational Director will contact you.

### **Stage 3: Review Panel**

Where complainant is not satisfied with the response to the complaint at the formal stage, our complaints procedures makes provision for a hearing before a panel appointed by or on behalf of the proprietor. The appeal process involves a panel of three people who are not connected operationally

with the school. One member of the panel is not connected or employed by Cambian Group. Cambian commissions National Youth Advocacy Service (NYAS) to provide this service.

The complainant will be invited to attend the appeal process meeting and may bring someone with you; a media representative is not allowed.

The meeting will be held in private; electronic recordings of meetings and conversations are not permitted. The panel, complainant and school representative will be given the chance to reply to questions.

The findings and recommendations will be shared with the complainant, the individual who is subject of the complaints and made available to proprietors and headteacher.

The decision of the appeal process is final.

If the school has not resolved the complaint to your satisfaction, you may wish to complaint to the local authority. If the school or local authority cannot resolve the complaint, you can complaint to the Department for Education (DfE).

[Contact the Department for Education - Contact type - DfE Online Forms](#)

## 10. Anonymous Complaints

We will not normally investigate anonymous complaints. We are required to report progress updates to the complainant, which we are unable to do under such circumstances. However, if appropriate, the Headteacher or Regional Lead will determine whether the complaint warrants further investigation.

## 11. Managing Serial and Unreasonable Complaints

Wisbech school is committed to dealing with all complaints fairly and impartially and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school, however, we will act to protect staff from behaviours that are deemed unacceptable such as verbal or physical abusive, offensive or threatening behaviours or direct or implied threats. Any behaviour that hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school will be deemed unreasonable. This includes but is limited to:

- refusal to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance or being uncooperative with the complaint's investigation process.
- refusal to accept that certain issues are not within the scope of the complaint's procedure.
- insisting on the complaint being dealt with in a manner that is not in line with the complaint's procedure or good practice, or seeks an unrealistic outcome.
- introducing trivial or irrelevant information which they expect to be considered and commented on and /or raises large numbers of detailed but unimportant questions and insists they are fully answered, often immediately and to their own timescales.
- making unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- changes the basis of the complaint as the investigation proceeds.
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed).



- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed.
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- makes direct and frequent contact with staff outside of school hours and expects an immediate response.
- knowingly provides falsified information.
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school whilst the complaint is being progressed. It is not helpful if repeated correspondence is sent either by letter, phone, email or text as it could delay the outcome being reached.

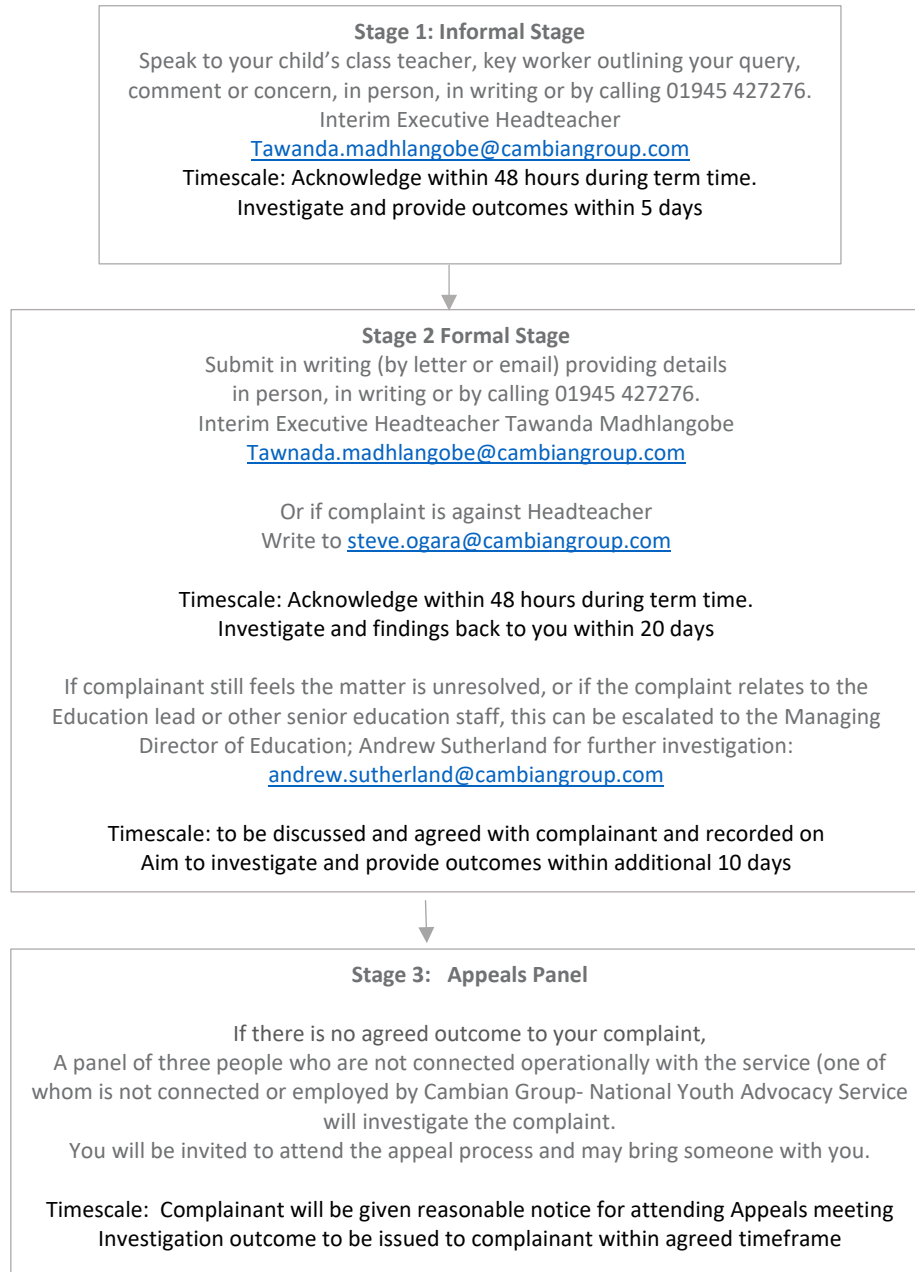
Whenever possible, the Headteacher or Regional Lead for Education will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If unreasonable behaviour and/or expectations continue, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and respectfully ask them to reconsider their approach. For complainants who excessively contact Wisbech school, causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan; this will be reviewed after six months and the outcome shared to the complainant via letter.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing.

Who should I talk to if I have a question, concern or complaint?

12. Appendix A – Complaints Flowchart



If complainant feels unable to raise concerns directly to the school, they may contact the company via the following address:  
 The Cambian Group  
 Metropolitan House  
 3 Darkes Lane  
 Hertfordshire  
 EN6 1AG  
 Upon receipt of your complaint an Operational Director will contact you

### 13. Appendix B – Complaint Form

Please complete and return to a named staff member, marking your envelope PRIVATE & CONFIDENTIAL, we will acknowledge receipt and explain what action will be taken next.

Your name:

Child's name (if relevant):

Your relationship to the child (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint, including whether you have already spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date: