

Roaches Farm School Network COMPLAINTS Procedure

The RFSN schools will consider all initial complaints on an informal basis by inviting complainants to express their concern through invitation and interview by the Head Teacher. The Head Teacher will consider the complaint in consultation with the complainant and assess whether the complaint may be satisfactorily resolved on an informal basis and to the satisfaction of all parties.

If the complaint is not resolved through informal interview the school will invite the complainant to set out their concern in writing.

The school will reply in writing to the complaint setting out measures for the matter to be resolved. The school will reply within no longer than two weeks to the complaints.

A panel to consider complaints will consist of three people, one of whom is independent of the management of the school.

Complainants who request further consideration of the complaint will have recourse for the complaint to be considered by the Registered Care Manager of each site (Justin Pomelli, Stuart Baker, Steph Webster, Patrick Garmory, Steve Naden, Bev Hancock, Hannah Stanway) PCSO Steve Sherratt (Staffordshire Constabulary), Jill Abram (Traffic Control attendant) and Linda Hopkinson (Retired Manager, Washington Close Elderly Residents Conurbation). These friends of the school are willing to consider complaints pertaining to queries outside Staffordshire area and across the school network.

Steve Sherratt, Linda Hopkinson and Jill Abram are not employees of the schools are not formally affiliated to the schools.

All parties including the complainant will be given no more than 20 days notice of the complaint hearing. The panel will reach a decision for the resolution of the complaint by offering recommendations within 10 working days.

Complainants, parents, carers, guardians or otherwise are entitled to attend the hearing and may bring representation if desired.

Minutes taken from the hearing will be made available to all parties involved within 10 working days. Recommendations of the panel will be disseminated to all parties in writing within 20 working days.

The RFSN will keep a written record of all whether they are resolved following a formal procedure, or proceed to a panel hearing; and action taken by the school as a result of those complaints (regardless of whether they are upheld). The RFSN ensures that correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

The RFSN schools will keep all details of every complaint and will make this available to Ofsted.

The Director of the Care Today Children's Services will be responsible for conducting the investigation of complaints made against the Responsible Individual. The Director Sean Fitzpatrick can be contacted through Head Office on 0161 4775830.

Details of any complaints against the school can be obtained by contacting roachschool@caretodayparalleparents.net

Latest review period February 2020.

To be reviewed annually - Reviewed July 2021