



## **COMPLAINTS PROCEDURE**

Date Established:  
Last Reviewed:

July 2018  
October 2024

## **The Dare2Dream Foundation - Complaints Procedures**

It should be remembered that all complaints should be recorded on file.

### **Pupils:**

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 D2D should be addressed in the first instance to the Regional SEND Coordinator for the region that the child is located.

### **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 and colleagues should remember that there is a staff governor representative. Where a member of staff feels aggrieved with a Senior Management decision, he/she is encouraged to talk to the staff representative. Subsequently there is the full grievance procedure included within the contract which can be followed.

### **Parents:**

The Dare2Dream Foundation 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 the D2D in accordance with this 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, this will be either a Senior Lead Practitioner or Regional Lead for the region that the child is placed. The SLT member will then conduct a review of the informal complaint. A copy of the Complaint Form can be found in Appendix 1.
- 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. Please see investigation template in Appendix 2.

### **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 Service Lead, Rebecca Tuckey. The Service Lead, after considering the complaint will determine the appropriate course of action to take.
- In most case the Service Lead will contact the complainant, normally within four 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 Service Lead to carry out further investigations.
- The Service Lead will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Service Lead is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the complainant will be informed of this decision in writing, this will also give reasons for the decision.

Anybody feeling it necessary to raise a complaint can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential.

Details, findings and decisions relating to the complaint will be shared with Directors of the Foundation.

**Record-keeping**

All complaints will be recorded in a secure location on internal databases. The date of complaint, name of complainant, and nature of complaint and actions taken should be recorded within such a file.

All correspondence, statements and records relating to individual complaints are kept confidential.

## Appendix 1



### Complaint Form

Your Name:	Young Person Name:
Relationship to Young Person:	Young Person Date of Birth:
Address and Post Code:	Daytime Telephone Number:
	Evening Telephone Number:
Full details of complaint (including the names of all persons involved and the dates of incidents referred to):	
What action, if any, have you already taken to try and resolve your complaint (for example, 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.	
Signature:	Date:
<b>Office Use</b>	
Date of acknowledgement sent:	
Name of person complaint referred to:	
Signature:	Date:

## Appendix 2



### Investigation Report

<b>Department:</b>	
<b>Concern Raised:</b>	
<b>Employee Involved</b>	
<b>Name of complainant (if appropriate)</b>	
<b>Investigator (s)</b>	

<b>Background</b>	
<b>Remit Of The Investigation</b>	
<b>Witnesses</b>	
<b>Findings</b>	
<b>Conclusions</b>	
<b>Signed by Report Compiler</b>	
<b>Date</b>	