

Complaints Procedures for learners at Cloughside



At Cloughside College we listen to your concerns and complaints. We do everything we can to make sure any concerns you have are looked into and dealt with as soon as possible.

We want to make our college a place where you feel happy and safe!!!

This guide has been made so that you know what to do if you have a concern or a complaint, who you can talk to and what will happen once you have made a complaint. It is important to know that **you won't get in trouble** if you make a complaint and we will **always** take your complaint seriously.

What does it mean?

A "complaint" is a statement you make when you are unhappy about something or someone.

A "concern" is when you have a worry about something or someone.

If you are unhappy or worried about something or someone you can share this with anyone e.g. your parents, teachers or friends. If you tell a teacher or another member of staff at college about a complaint, it will be taken seriously and we will listen to what you have to say.

Things to think about when making a complaint

- Could I solve the problem by talking to my parent, teacher or someone else in college?
- Please make any complaints as soon as possible so we can properly investigate it and resolve any problems you have.
- If you are making a complaint about someone, don't complain directly to them: talk to your parents, ward staff, another teacher or a senior member of staff.

What will happen when I complain?

- Someone from the college, usually a senior teacher, will meet with you to discuss the complaint and try to understand any concerns you may have.
- During the meeting, the staff member will take notes of what has been talked about.
- We will try to sort out any concerns when we talk to you but sometimes we will need to talk to other members of staff about your complaint.
- You will never get in trouble for making a complaint or raising a concern.

What will the college ask me?

When you make a complaint, the adult you tell will talk to you about the following things:

- The concerns you have raised and how this could be sorted out as quickly as possible.
- Any actions that will be taken by the college as a result of the complaint.

What if someone is complaining about me?

- If a complaint is being made about you, you will be asked to talk to us about what happened.
- You will always be treated fairly by the college. Your opinion and wellbeing are very important to us.

Student Complaints Procedure

Cloughside College recognises your right to voice a concern. Staff will investigate, address and resolve any concern in an open and fair manner. If you have a concern the guidelines below should be followed:

Step 1- Teacher	
<p>Discuss the concern with a member of staff you feel comfortable with. You may wish to have a member of the health team or parent there for support.</p>	<ol style="list-style-type: none"> 1. Concern is raised with a trusted person 2. The matter is investigated 3. There will be a discussion with people connected to the concern. 4. Everyone involved agrees on the best way forward. 5. We will check in with you to make sure you are happy with the outcome.
Step 2- Senior staff	
<p>If your concern is not addressed in Step 1, you will have the opportunity to speak to a senior staff to help resolve the issue.</p> <p>You may wish to have a member of the health team or parent there for support.</p>	<ol style="list-style-type: none"> 1. Concern is raised with a trusted person 2. The matter is investigated 3. There will be a discussion with people connected to the concern. 4. Everyone involved agrees on the best way forward. 5. We write a plan of how the concern will be sorted out. 6. We will check in with you to make sure you are happy with the outcome
Step 3- The Head teacher or Deputy Head teacher	
<p>If your concern is not addressed in Step 2, you will have the opportunity to speak to the headteacher to help resolve the issue.</p> <p>You may wish to have a member of the health team or parent there for support.</p> <p>The Head teacher may consult with teachers, college leaders, parent and/ or external agencies.</p> <p>The Headteacher will decide the way forward to complaint based on all available information. The headteacher's decision is final.</p>	<ol style="list-style-type: none"> 1. Concern is raised with the Headteacher or Deputy Head teacher 2. The matter is investigated 3. There will be a discussion with people connected to the concern. 4. The headteacher will decide the best way forward having talked to all those involved. This decision is final. 5. The matter will be written up as outlined in our complaint's procedure (<i>* Be aware that you may not be able to be told all outcomes due to an employee's right to confidentiality if you complain about a teacher</i>) 6. The head teacher will check in with everyone involved in the complaint to ensure the matter has been sorted out.

If a concern is serious, for example a crime has been committed or someone has been harmed or could be harmed, we may have to tell other people about it.

College staff have a duty to share information with relevant college leaders and/or the social worker, police or outside agency depending on the nature of the concern.

The Children Act 1989 gave every child the right to protection from abuse and exploitation and the right to have enquires made to safeguard his or her welfare. Under section 175 of the Education Act 2002, the governors and staff of all maintained colleges, have a responsibility to safeguard and promote the welfare of children and to work together with other agencies to ensure adequate arrangement within each college to identify, help protect, and support those children who are suffering harm. The Education and Inspections Act 2006 also places a duty on governing boards of maintained colleges to promote well-being, including protection from harm and neglect.

Complaint Form

Please complete and return to the Head teacher/Deputy Head or Assistant Head, who will acknowledge receipt and explain what will happen next.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number:
Please give details of your complaint, including whether you have 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:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: