

United Learning Complaints

Policy Statement

United Learning recognises that people may, from time to time, have normal and legitimate concerns about issues such as admission, progress, achievement, behaviour or welfare at a United Learning school. Individuals are encouraged to make those concerns known to the school informally at an early stage so that they can be addressed in the spirit of partnership. Where a complainant is not satisfied with the initial response a formal complaint may be made in line with the individual school's complaints policy and procedure, this is available on the school's website.

Each school is expected to take all concerns and complaints seriously and to deal with issues in an impartial and non-adversarial manner. Where appropriate United Learning expects a full and fair investigation of the issue to be undertaken and no-one is penalised for making a complaint in good faith. Where a complainant is not satisfied with the response to their formal complaint, they may ask for it to be heard by the school's Local Governing Body Complaints Appeal Panel. This will consist of at least three people not directly involved in the matters detailed in the complaint and one panel member will be independent of the management and running of the school. The decision of the LGB Complaints Appeal Panel is final and their findings are reported to the UCST Board.

It is United Learning's intention that all complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils, within 28 working days of the complaint being registered.

All United Learning schools keep accurate written records, for at least three years, of all complaints, the action taken and at what stage they were resolved. A record of complaints and their outcomes is reviewed regularly by the Head (or other designated senior member of staff) at each school so that any patterns can be identified and appropriate interventions made. The number of complaints registered under the formal procedure during a school's previous academic year is available from the school.

All correspondence, statements and records relating to individual complaints are kept confidential, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

Individuals are also free to make a complaint directly to the relevant regulatory body.

Independent Schools:

- ISI: CAP House, 9-12 Long Lane, London EC1A 9HA
- Phone: 020 7600 0100 or e-mail via the ISI website: www.isi.net

Academies

- OFSTED: Piccadilly Gate, Store St, Manchester M1 2WD

March 2013

- Phone: 0300 123 4666 or e-mail enquiries@ofsted.gov.uk

United Learning is committed to ensuring that the application of this policy is non-discriminatory in line with the *UK Equality Act (2010)*. Further details are available in the United Learning *Equal Opportunities* policy. This policy is applicable to all members of the United Learning community and is available to all interested parties on the BiE Cloud. This document is reviewed annually or as events or legislation requires.

Procedure

Each United Learning school is responsible for ensuring that there is a school based policy statement and a set of procedures which make clear how the school effectively implements this United Learning policy in their local context and meets relevant regulatory requirements.

Document Information

Version number:	1.0
Reason for version change:	United Learning Group Policy Project
Name of owner/author:	MD Independent Schools / MD Academies
Name of individual/department responsible:	Education Projects Team
United Learning Independent Schools/Academies/Both	Both
Target Audience:	Heads, Central Office HoDs, Compliance Administrators
Date Authorised:	19 th March 2013
Date issued:	31 st March 2013
Review Date:	31 st March 2014