



# **Tuition, Medical and Behaviour Support Service**

## **Complaints Procedure**

<b>Adopted:</b>	January 2025 Updated June 2025
<b>Governing Committee:</b>	3 July 2025
<b>Responsibility:</b>	Greg Portman

## 1. Definitions and aims

### Definitions

The DfE guidance explains the difference between a concern and a complaint:

- A **concern** is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”
- A **complaint** is defined as “an expression or statement of dissatisfaction however made, about actions taken or a lack of action”

In most cases, a concern can be resolved through informal means. A complaint will follow formal procedures.

### Aims

Our Service aims to meet its statutory obligations when responding to complaints from parents/carers of pupils at the Service, and others.

We always aim to maintain positive relationships with parents and carers and do our best to address any concerns as soon as they arise. However, we are aware that in some instances a parent/carer may wish to make a complaint.

When responding to complaints, we aim to:

- Treat all concerns and complaints seriously, courteously and with respect
- Be impartial and non-adversarial
- Facilitate a full and fair investigation
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into Service improvement evaluation processes

We try to resolve concerns by informal means wherever possible. Where this is not possible, the formal complaints procedures will be followed.

The Service will aim to give the complainant the opportunity to complete the complaints procedure in full.

To support this, we will make sure we publicise the existence of this policy and make it available on the Service website.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

If the complainant has difficulty discussing a concern with a particular member of staff, their views will be respected. In these cases, the Business Manager will refer to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Business Manager will refer to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

We will advise parents and others of TMBSS procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the TMBSS community. If the complainant is under the influence of alcohol or drugs, they will not be allowed access onto the Service premises. In particular, any disagreement with TMBSS should not be expressed and discussed inappropriately and we ask that no recording equipment be used in meetings – for example, on social media, discussed outside of the meeting, in public or in front of pupils.

We also respectfully ask that anyone who does have a complaint talks to us first so that we can respond fully and accurately to the issue raised and confirm/clarify the circumstances and information surrounding it.

## **2. Who can make a complaint?**

This complaints procedure is not limited to parents or carers of children that are registered at the provision. Any person, including members of the public, may make a complaint to Tuition, Medical and Behaviour Support Service about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures, we will use this complaints procedure.

## **3. Legislation and guidance**

This document meets the requirements of section 29 of the [Education Act 2002](#), which states that schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides.

It is also based on [guidance for schools on complaints procedures](#) from the Department for Education (DfE), including the model procedures for complaints and for managing serial and unreasonable complaints.

## **4. Scope**

This policy does **not** cover complaints procedures relating to:

- Admissions
  - Statutory assessments of special educational needs (SEN) -
  - Suspension and permanent exclusion
  - Whistleblowing
  - Staff grievances
  - Staff conduct
  - Service re-organisation proposals
  - National Curriculum – this should be sent to the DfE using their contact form
  - Child Protection / Matters Likely to Require a Child Protection Investigation
- Complaints about child protection matters are handled under our Child Protection and Safeguarding Policy and in accordance with relevant statutory guidance.

If you have serious concerns that a child may be at risk of harm, you should report these directly to Shropshire Council's First Point of Contact (FPOC) on 0345 678 9021.

Concerns about the conduct of a professional or volunteer working with children—such as behaviour that may have harmed a child, may pose a risk of harm, or may constitute a criminal offence—should be referred to the Local Authority Designated Officer (LADO). These referrals are typically made by professionals, but anyone can contact FPOC for advice on whether a referral to the LADO is appropriate.”

## **5. Roles and responsibilities**

### **The complainant**

The complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures
- Co-operate with the Service throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed
- Treat all those involved with respect
- Do not approach individual governors about the complaint
- Do not publish details about the complaint on social media

### **The investigator**

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
  - interviewing staff and children/young people and other people relevant to the complaint
  - consideration of records and other relevant information
  - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Executive Headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Executive Headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

## **The complaints co-ordinator**

The complaints co-ordinator can be:

- The Executive Headteacher
- The designated complaints governor
- Any other staff member providing administrative support

The complaints co-ordinator will:

- Keep the complainant up to date at each stage in the procedure
- Make sure the process runs smoothly by liaising with staff members, the executive headteacher, chair of governors, clerk and local authority (LA)
- Be aware of issues relating to:
  - Sharing third-party information
  - Additional support needed by complainants; for example, interpretation support or where the complainant is a child or young person
- Keep records

## **Clerk to the governing board**

The clerk will:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example, stage 1 paperwork, Service and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision

## **Committee chair**

The committee chair will:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made

- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

### **Committee Member**

Committee members should be aware that:

- the meeting must be independent and impartial and should be seen to be so. No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant.  
We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations
- many complainants will feel nervous and inhibited in a formal setting  
Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting  
Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.  
The committee should respect the views of the child/young person and give them equal consideration to those of adults.  
If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.  
However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.
- the welfare of the child/young person is paramount.

## **6. Principles for investigation**

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

### **Timescales**

The complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

We will consider exceptions to this timeframe in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

If at any point we cannot meet the timescales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of the new deadline and explain the delay

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact our ability to adhere to the timescales within this procedure or result on the procedure being suspended until those public bodies have completed their investigations.

## **7. Informal concerns**

Our Service will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

Many concerns can be resolved by simple clarification, or the provision of information and it is anticipated that most concerns or complaints will be resolved by this informal stage.

We encourage anyone with a concern or complaint to talk to us as soon as possible so that Service can endeavour to resolve it quickly and effectively at an early stage but must be within the timescales.

In the case of serious concerns, it may be appropriate to address them directly to the Executive Headteacher. If you are uncertain about who to contact, please seek advice from the Business Manager or Chair of Governors.

The concern should be addressed to the relevant member of Service staff or the Executive Headteacher, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the Business Manager.

The Service will acknowledge informal concerns within 10 school days, which will confirm how the Service intends to proceed, including an indication of the anticipated timescale.

The informal stage will involve a meeting with the complainant and a written response will be provided by the Service within 5 school days following the informal meeting.

If the concern is not resolved informally, it will be escalated to a formal complaint.

## **8. Withdrawal of Complaint**

If a complainant wants to withdraw their complaint, we will ask them to confirm in writing.

## 9. Stages of complaint (not complaints against the Executive Headteacher or governors)

We have adopted a 2-stage process for dealing with complaints:

- Stage 1 – formal investigation
- Stage 2 – Governor Complaints Committee

### Stage 1: formal

Formal complaints can be raised:

- By letter or email
- In person
- By a third party acting on behalf of the complainant

A Complaint Form is provided and is the preferred way for the submission of formal complaints.

The complainant should provide details such as relevant dates, times, and the names of witnesses of events, alongside copies of any relevant documents. It is very important that a clear statement of what you would **like the outcome of the complaint to be**.

The complaint must be sent to the Executive Headteacher (unless they are about the Executive Headteacher) via the Central Administration office.

If complainants need assistance raising a formal complaint, they can contact the Business Manager.

The Executive Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

The Executive Headteacher (or designated member of the senior leadership team) will call a meeting to clarify the complaint and seek a resolution. The complainant may be accompanied to this meeting and should inform the Service of the identity of their companion in advance.

In certain circumstances, the Service may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the Service will notify the complainant as soon as they are aware, so that the complainant has the opportunity to arrange alternative accompaniment.

It is possible that the complaint may not be resolved through this meeting with the Executive Headteacher. If not, arrangements will be made for the matter to be fully investigated. The Executive Headteacher will confirm in writing, usually within 5 school days of the initial meeting, of how the Service intends to proceed.

This notification should include an indication of the anticipated timescale. Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion. This should be within 15 school days wherever possible, following written notification, save in exceptional circumstances. Complaint will be kept informed if a date change is needed to the timescale.

### **How to escalate a complaint**

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available. This is the final stage of the complaint's procedure.

If the complainant wishes to proceed to the next stage of the procedure, they should inform the clerk to the governing board within 10 school days of receiving the outcome by the Executive Headteachers decision. Requests received outside of this timeframe will be considered in exceptional circumstances.

Complaints can be escalated by contacting the clerk to the governing board:

- By letter or email
- In person
- Through a third party acting on behalf of the complainant

The clerk will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

A Complaint Review Request Form is provided and is the preferred way for the submission.

The clerk will acknowledge receipt of the request within 5 school days.

### **Stage 2: submit the complaint to the Governors Complaints Committee Convening the panel**

The review panel consists of the first 3 members of the governing board available who don't have direct knowledge of the complaint. These individuals will have access to the existing record of the complaint's progress. The governors will select a panel chair from among themselves.

If not enough impartial governors are available, we will seek panel members from other schools or the local authority. We will make sure the governors we source are suitably skilled and can demonstrate that they are independent and impartial.

The complainant will be given reasonable notice of the date of the review panel. The clerk will aim to find a date within 20 school days of the request, where possible.

If the complainant rejects the offer of 3 proposed dates without good reason, the clerk will set a date. The hearing will go ahead using written submissions from both parties.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting by the Clerk.

The board will ensure that the hearing is properly minuted.

### **At the meeting**

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless required as part of reasonable adjustments. Prior knowledge and consent of all parties attending will be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

At the review panel meeting, the complainant and representatives from the Service, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the panel hearing and be accompanied by a suitable companion if they wish. We don't encourage either party to bring legal representation, but will consider it on a case-by-case basis. For instance, if a Service employee is called as a witness in a complaint meeting, they may wish to be supported by their union.

Representatives from the media are not permitted to attend.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called as appropriate to present their evidence.

The panel, the complainant and the Service representative will be given the chance to ask and reply to questions. Once the complainant and Service representatives have completed presenting their cases, they will be asked to leave, and evidence will then be considered.

The Committee will not deal with any new issues or concerns at this stage by the complainant and will refer to the original submission in the Complaint Form submitted.

The panel will then put together its findings and recommendations from the case. The panel will also provide copies of the minutes of the hearing and the findings and recommendations to the complainant and, where relevant, the subject of the complaint, and make a copy of the findings and recommendations available for inspection by the Executive Headteacher.

### **The outcome**

The committee can:

- Uphold the complaint, in whole or in part
- Dismiss the complaint, in whole or in part

If the complaint is upheld, the committee will:

- Decide the appropriate action to resolve the complaint
- Where appropriate, recommend changes to the Service's systems or procedures to prevent similar issues in the future

The Committee will inform those involved of the decision in writing within 7 school days.

## **10. Complaints against the Executive Headteacher, a governor or the governing board**

### **Stage 1: formal**

Complaints that involve or are about the Executive Headteacher should be addressed to the chair of governors, via the Business Manager, and marked as private and confidential.

Complaints about the chair of governors, any individual governor or the whole governing body should be addressed to the clerk to the governing board via the Central Administration office, marked as private and confidential.

If the complaint is about the Executive Headteacher or 1 member of the governing board (including the chair or vice-chair), a suitably skilled and impartial governor will carry out the steps at stage 1.

If the complaint is:

- Jointly about the chair and vice-chair
- The entire governing board
- The majority of the governing board

An independent investigator will carry out the steps in stage 1. They will be appointed by the governing body and will write a formal response at the end of their investigation.

### **How to escalate a complaint**

If the complainant wishes to proceed to the next stage of the procedure, they should inform the clerk to the governing board in writing within 5 school days. Requests received outside of this timeframe will be considered in exceptional circumstances.

Complaints can be escalated by contacting the clerk to the governing board:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant

The clerk will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint. The clerk will acknowledge receipt of the request within school days.

### **Stage 2: review panel**

If the complaint is about the Executive Headteacher or 1 member of the governing board (including the chair or vice-chair), a committee of members of the governing board will hear the complaint. They will carry out the steps at stage 2 (set out in section 7 above).

If the complaint is:

- Jointly about the chair and vice-chair
- The entire governing board
- The majority of the governing board

A committee of independent governors will hear the complaint. They will be sourced from local schools or the local authority and will carry out the steps at stage 2.

## **11. Referring complaints on completion of the Services' procedure**

If the complainant is unsatisfied with the outcome of the Service's complaints procedure, they can refer their complaint to the DfE.

The DfE will not re-investigate the matter of the complaint. It will look at whether the Service's complaints policy and any other relevant statutory policies that the Service holds were adhered to. The DfE also looks at whether the Service's statutory policies adhere to education legislation.

The DfE will intervene where a school has:

- Failed to act in line with its duties under education law
- Acted (or is proposing to act) unreasonably when exercising its functions

If the complaints procedure is found to not meet regulations, the Service will be asked to correct its procedure accordingly.

For more information or to refer a complaint, see the following webpage:

[www.gov.uk/complain-about-school](http://www.gov.uk/complain-about-school)

We will include this information in the outcome letter to complainants.

## **12. Unreasonable and persistent complaints**

### **Unreasonable complaints**

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- Refuses to co-operate with the complaint's investigation process
- Refuses to accept that certain issues are not within the scope of the complaint's procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice
- Introduces trivial or irrelevant information that they expect to be taken into account and commented on
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- Makes 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 Service's complaint procedure has been fully and properly implemented and completed, including referral to the Department for Education
- Seeks an unrealistic outcome

- Makes excessive demands on Service 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
- Uses threats to intimidate
- Uses abusive, offensive or discriminatory language or violence
- Knowingly provides falsified information
- Publishes unacceptable information on social media or other public forums

**Please note:** the above list is not intended to be exhaustive and is for guidance purposes only. It is at the discretion of the Service what is deemed to be unreasonable.

Complainants should try to limit their communication with the Service while 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.

### **Steps we will take**

We will take every reasonable step to address the complainant's comments and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

Whenever possible, the Executive Headteacher or chair of governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking. If the behaviour continues, the Executive Headteacher will write to the complainant explaining that their behaviour is unreasonable, refer them to this policy and remind them to act in accordance with it. For complainants who excessively contact the Service causing a significant level of disruption, we may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Service premises and ensuring appropriate measures of support are provided to staff where they are the subject of aggression and/or violence.

### **Serial/persistent complaints**

If the complainant contacts the Service again on the same issue, the correspondence may then be viewed as 'serial' or 'persistent'. We may stop responding to the complainant when the following conditions are met:

- We have taken every reasonable step to address the complainant's concerns
- The complainant has been given a clear statement of our position and their options
- The complainant contacts the Service repeatedly, making substantially the same points each time

The case to stop responding is stronger if:

- The complainant's communications are often or always abusive or aggressive
- The complainant makes insulting personal comments about or threats towards staff
- We have reason to believe the individual is contacting the Service with the intention of causing disruption or inconvenience

Where we decide to stop responding, we will inform the individual that we intend to do so. We will also explain that we will consider any new complaints they make provided the concerns raised are materially different to those raised previously and/or are unconnected to the previous concern.

### **Duplicate complaints**

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and that the local process is complete
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint

If a duplicate complaint is raised, which in the view of the Service, warrants further consideration, the procedure will be repeated.

### **Complaint campaigns**

Where the Service receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the Service, the Service may respond to these complaints by:

- Publishing a single response on the Service website
- Sending a template response to all of the complainants

If complainants are not satisfied with the Service's response, or wish to pursue the complaint further, the normal procedures will apply.

## **13. Record keeping and confidentiality**

Our Service will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and stored securely and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the

Data Protection Act, or where the material must be made available during a Service inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and records management policy.

The details of the complaint, including the names of individuals involved, will not be shared with the whole governing board in case a review panel needs to be organised at a later point.

Where the governing board is aware of the substance of the complaint before the review panel stage, the Service will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the governing board, who will not unreasonably withhold consent.

#### **14. Learning lessons**

The governing body will review any underlying issues raised by complaints with the Executive Headteacher, where appropriate, and respecting confidentiality, to determine whether there are any improvements that the Service can make to its procedures or practice to help prevent similar events in the future.

#### **15. Monitoring arrangements**

The governing body will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly. The governing body will track the number and nature of complaints and review underlying issues.

The complaints records are logged and managed by the Business Manager.

This policy will be reviewed by the full governing body every 2 years.

At each review, the policy will be approved by the full governing body.

#### **16. Links with other policies**

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Suspension and permanent exclusion policy
- Staff grievance procedures
- Staff disciplinary procedures
- Special educational needs policy and information report
- Privacy notices

## 17 Contact Information

Business Manager  
Central Administration Office  
Sundorne Education Centre  
218 Sundorne Road  
Shrewsbury  
SY1 4RG  
[admin@tmbss-shropshire.org.uk](mailto:admin@tmbss-shropshire.org.uk)

Clerk to the Governing Body  
c/o Central Administration Office  
Sundorne Education Centre  
218 Sundorne Road  
Shrewsbury  
SY1 4RG  
[crozier.l@tmbss-shropshire.org.uk](mailto:crozier.l@tmbss-shropshire.org.uk)

Executive Headteacher  
Business Manager]  
Central Administration Office  
Sundorne Education Centre  
218 Sundorne Road  
Shrewsbury  
SY1 4RG  
[admin@tmbss-shropshire.org.uk](mailto:admin@tmbss-shropshire.org.uk)

Chair to the Governing Body  
c/o Central Administration Office  
Sundorne Education Centre  
218 Sundorne Road  
Shrewsbury  
SY1 4RG  
[lunt.s@tmbss-shropshire.org.uk](mailto:lunt.s@tmbss-shropshire.org.uk)



## Tuition, Medical and Behaviour Support Service

### Complaint Form

Name of Child

Centre the Child attends \_\_\_\_\_

Name of Person making the Complaint \_\_\_\_\_

Telephone Number \_\_\_\_\_

Address \_\_\_\_\_

Name of friend/advocate helping with the complaint (include professional qualification):  
\_\_\_\_\_

Please outline the complaint, giving as much detail as possible

Have you discussed the concern with a member of staff at the Education Centre your child attends? Please try to do this first. They will write a response overleaf. If your complaint is about the Centre Manager and you do not feel able to discuss it with them, please contact the Executive Headteacher directly.

What would you like the outcome of this complaint to be?

Signed .....

Date .....

**Staff member:**

Signed .....

Date .....

Are you satisfied with this response to your complaint?

Yes/No

Signed .....

Date .....

*If you have signed to say you are satisfied with the response, this form will be seen by a member of the Leadership Team and kept on file by the Centre Manager. The issue may be taken up with staff, but you will not be contacted again regarding this complaint.*

If you are not happy with the response of the staff member, please contact the Executive Headteacher who will also make a written response on this sheet. The address is:

Executive Headteacher  
Tuition, Medical & Behaviour Support Service  
Central Office Administration  
Sundorne Education Centre  
218 Sundorne Road  
Shrewsbury  
SY1 4RG

**Response of Executive Headteacher**

Signed .....

Date .....

Are you satisfied with this response to your complaint?

Yes/No

Signed .....

Date .....

If you are still unhappy you should write to the:  
Chair of the Governing Body  
c/o TMBSS  
Central Office Administration  
Sundorne Education Centre  
218 Sundorne Road  
Shrewsbury  
SY1 4RG



## Tuition, Medical and Behaviour Support Service

### Complaint Review Request Form

Please complete and return to the Chair of Governors who will acknowledge receipt and explain what action will be taken.

Name of Child

Your Name \_\_\_\_\_

Address and Postcode \_\_\_\_\_

Telephone Number(s) \_\_\_\_\_

Email address \_\_\_\_\_

Dear Sir/Madam

I submitted a formal complaint to the Service on \_\_\_\_\_ and I am dissatisfied by the procedure that has been followed.

My complaint was submitted to \_\_\_\_\_ and I received a response from \_\_\_\_\_ on \_\_\_\_\_.

I have attached copies of my formal complaint form and the response(s) from the Service.

*(You may continue on a separate sheet of paper if you wish)*

**What action 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 form received: \_\_\_\_\_

Date acknowledgement sent: \_\_\_\_\_

By who: \_\_\_\_\_

Complaint referred to: \_\_\_\_\_

Date: \_\_\_\_\_