



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

## **Complaints Procedure**

<b>Adopted:</b>	September 2019
<b>Reviewed:</b>	September 2021
<b>Next Review:</b>	September 2022
<b>Governing Committee:</b>	19 September 2019
<b>Responsibility:</b>	Greg Portman

## **General Principles**

We will treat all concerns and complaints seriously, courteously and with respect.

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.

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

To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

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 school 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, 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.

TMBSS procedures comply with the Education Regulations 2010. The policy follows guidance issued by Department for Education – refer to *DfE Guidance* <https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019>

## **Raising a concern or complaint**

*Please label all letters submitted to the office, which raise a concern or complaint with the following information:*

*'Concern'/'Complaint'*

*'Private and Confidential'*

*'Open by addresses only'*

*so that confidentiality can be maintained by the Head of Service/Chair of Governors.*

### **1. Informal Stage**

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. 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 school can endeavour to resolve it quickly and effectively at an early stage.

In the case of serious concerns it may be appropriate to address them directly to the Head of Service. If you are uncertain about who to contact, please seek advice from the school office or Chair of Governors.

## **2. Formal Stage**

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head of Service, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head of Service, your complaint should be passed to the school office for the attention of the Chair of the Governing Body.

A Complaint Form is provided to assist you and should be used for the submission of **all** formal complaints.

You should include details which might assist the investigation, such as names of the potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of what you would **like the outcome of the complaint to be**. Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Head of Service, or to the Chair of the Governing Body, as appropriate.

### *Stage 1*

The complaint will be heard and investigated by the Head of Service (if not the subject of the complaint, when it will be undertaken by the Chair of Governors) and he/she may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns. It is possible that your complaint will be resolved through this meeting with the Head of Service. If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 school days of the school receiving your formal complaint form, of how the school 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, following written notification, save in exceptional circumstances.

The person investigating your complaint may decide that we have done all we can to resolve the complaint, in which case we may use our discretion to close the complaint at this point. Please see the 'Closure of Complaints' section for further information about this process.

### *Stage 2 – consideration by a Governors Complaints Committee*

If the complaint has already been through Stage 1 and you are not happy with the outcome as a result of the way in which the complaint has been handled, you can take it further to the Governing Body Complaints Committee. It is there to review how the complaint has been investigated and to determine whether this has been conducted fairly. It is there to establish facts and make recommendations which will reassure you that we have taken the complaint seriously.

Any such request must be made in writing to the Chair of the Governing Body Complaints Committee, within 10 school days of receiving notice of the outcome by the Head of Service's decision, and include a statement specifying any perceived failures to follow the procedure. A Complaint Review Request Form is provided to assist you and should be used for all Governing Body Complaints Committee formal complaints review requests.

The person investigating your complaint may decide that we have done all we can to resolve the complaint, in which case we may use our discretion to close the complaint at this point. Please see the 'Closure of Complaints' section for further information about this process.

### **Governing Body Complaints Committee Review Process**

Any review of the process followed by TMBSS will be conducted by a panel of 3 members of the Governing Body Complaints Committee. This will usually take place within 20 school days of dispatch of the acknowledgement letter unless a longer period is required, in which case the Chair will inform you of the reason why. The review will normally be conducted through a consideration of written submissions. 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 Chair of the Complaints Committee will notify the complainant in writing, with the Committee's responses within 7 school days of the meeting. This is the last stage of the school complaints process.

### **What to do if the complaint is about the Head of Service**

Complaints about the Head of Service that the complainant cannot or does not wish to raise directly with the Head should, in the first instance, be sent to the Chair of Governors who will investigate the matter as set out above as required.

### **Closure of complaints**

After the stages above have been completed we will close the complaint.

If the complainant is not completely satisfied with the outcome of the complaint or how the complaint has been handled, the complainant has the the right to contact the Department for Education.

### **Managing Serious and Persistent Complaints**

TMBSS will follow advice and comply with guidance as set out in Department for Education Guidance.



## 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 the Centre Manager 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 Head of Service directly.

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

Signed .....

Date .....

**Centre Manager**

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 Centre Manager, please contact the Head of Service who will also make a written response on this sheet. The address is:

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

**Response of Head of Service**

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

This complaint form will be photocopied and kept by the relevant Centre Manager.



## 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 school 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 school.

I am dissatisfied with the way in which the procedure was carried out, because:

*(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: \_\_\_\_\_