



## Complaints Policy and Procedure

### Background

Open Box Education Centre is committed to taking complaints and concerns seriously and at the earliest stage. However, in those instances where a parent or carer doesn't feel a concern has been addressed, or it is of sufficient gravity, then the formal complaints procedure should be used. The Policy is available to parents and carers and to parents and carers of prospective students, on request.

Additionally, comments (both concerns and compliments) can be made by parents, carers and students at each termly progress review meeting on the parent and student feedback forms.

### Process

#### **Stage 1 – A concern is raised informally with the Principal.**

Concerns can be raised with the Principal at any time and will often generate an immediate response, which will resolve the concern. The concern raised may require investigation, or discussion with others, in which case there will be an informal but informed response within two days during term time. It is anticipated that the vast majority of concerns will be satisfactorily dealt with in this way within stage one.

#### **Stage 2 – If not resolved at Stage 1, a formal written complaint should be sent to The Chair of Governors.**

Formal complaints should be put in writing and sent to the Board of Governors, addressed to the Chair of Governors. The complaint will be logged, including the date it was received. The Governors will normally acknowledge receipt of the complaint within two days of receiving it. In many cases this response will also report on the action the Principal has taken to resolve the issue and include suggestions for resolving the matter. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within five working days of the receipt of the formal complaint but in any case within no more than ten working days. If, on the other hand, it is felt that the matter is too serious to be dealt with at this stage, then the matter will be passed directly to the referring body.

#### **Stage 3 – If the matter is not resolved at Stage 2, then the Referring Body should be made aware of the details of the complaint and arrange a further investigation.**

#### **Notes:**

1. In cases where the matter concerns the conduct of the Principal, the Board of Governors will be informed of the complaint and will arrange for the matter to be further investigated. The Board of Governors will normally give a response within five working days but in any case within no more than ten working days.
2. Written records are kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. All correspondence and records of complaints are to be kept confidential.

### Monitoring, evaluation and review

The Board of Governors will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Preferably, complaints information shared with the Board of Governors will not name individuals.

**Approved by:** ..... (Principal) ..... (date)

**Authorised by:**..... (Chair of Governors) ..... (date)

**To be reviewed every:** 3 years

**Next review date:** July 2018