



Approval and review: Complaints Policy

This policy is the responsibility of Julian Alsop

This policy was approved by Julian Alsop on 14<sup>th</sup> May 2024

This policy is due for review by June 2025

# MIAG



## Purpose

The purpose of this policy is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the stated ethos of the provision.

At MIAG we believe that learning should be purposeful, relevant and challenging. A strong mentoring scheme underpins a curriculum that seeks to unlock the potential of every child through learning.

**Policy Rationale:** There should be a straightforward system of dealing with complaints by parents, staff, pupils or other interested parties, which is easily understood by all those involved. Listening and responding to concerns and complaints enables us to adjust and improve services and systems. Providing a formal but clear way for dissatisfaction to be expressed and taken seriously is one way in which the MIAG can demonstrate its respect for its stakeholders and commissioning bodies.

## Guidelines for making a complaint

Action	Notes/Timescale
<ol style="list-style-type: none"><li>1. Raise the issue with a member of Staff.</li><li>2. • Unless the complaint is of a serious nature, it is helpful if the issue/concern is first raised with the relevant member of staff</li><li>3. • Staff should always be prepared to discuss worries that parents may have about their child's time with MIAG Taking informal concerns seriously at the earliest stage will reduce the numbers that develop to formal complaints</li></ol>	MIAG has a 'open door' ethos but it is important to remember that staff are preparing for the day ahead from 8.30am onwards. It may be necessary to ask parents/carers to make an appointment via the office staff immediately. All staff should always inform their line manager within 24hrs should a complaint be made. The line manager must record any complaint in the complaint logbook, within 24 hours of a complaint being made. A response to this complaint will be made within a 12 hour period of being reported.

# MIAG



## **2. Raise the issue with the Operations Manager formal investigation**

If initial attempts to resolve the issue are unsuccessful and the person concerned remains dissatisfied, then the Operations Manager is the contact point with responsibility for the operation of the complaints policy.

Operations Manager will investigate issues as appropriate and will raise issues with relevant staff and:

- Establish what has happened and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant
- Clarify what the complainant feels would put things right
  - Interview those involved, allowing them to be accompanied if they wish
  - Conduct interviews with an open mind and take notes the procedures will attempt clarify any misunderstandings that might have occurred and create a positive atmosphere in which to discuss any outstanding issues.

The complaint form can also be used for complaints made to the Operations Manager.

This process will be undertaken in no less than 12 hours.

## **3. Complaint heard by Complaints Panel**

If the matter remains unresolved following stages 1 and 2 then the complaint will be heard by a Complaints Panel set up by – Julian Alsop the proprietor. The panel will consist of at least 3 people who were not directly involved in the matters detailed in the complaint.

The Manager/ Director will write to complainants setting out the timescales for setting up a Complaints Panel, for the Panel to take evidence from all parties, come to a conclusion and report to the complainants. This is likely to take 4 to 6 weeks in practice to arrange with all concerned. The panel can:

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to resolve the complaint
- recommend changes to MIAG systems and procedures to avoid problems of a similar nature recurring

The aim of the panel will be to resolve the complaint and achieve reconciliation between the complainant and MIAG The panel chair will ensure that

# MIAG



	<p>proceedings are as welcoming as possible and that the setting is not adversarial.</p> <p>When there is a panel hearing of a complaint, one panel member will be independent of the management and running of the school for example, Chris Davies (Headteacher, Alternative Learning Provision Bristol City Council). The panel will consist of at least 3 people who were not directly involved in the matters detailed in the complaint.</p>
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## Action taken by MIAG as a result of the complaint

A parent/Carer will be allowed to attend and allowed to be accompanied at the panel hearing if they wish. The panel will make findings and recommendations which will be provided to the complainant in writing. A copy of the panel findings will be provided both to the complainant and where relevant the person complained about. The findings and recommendations will be available for inspection on the school premises to both the proprietor and the headteacher. Written records will be kept of all complaints whether they are resolved following a formal procedure or proceed to a panel hearing. Action taken by MIAG as a result of those complaints (regardless of whether they are upheld); and correspondence, statements and records relating to individual complaints will be kept confidential except where the secretary of state or a body conducting an inspection under section 109 of the 2008 act requests access to them.

## Resolving Complaints

At each stage in the procedure, those considering the complaint will want to keep in mind ways in which the complaint can be resolved. Complainants should be encouraged to state what actions they feel might resolve the problem. It may be enough to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:



- An apology
- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that the event complained of will not recur
- An explanation of the steps taken so that it will not happen again
- An undertaking to review policies considering the complain

### **Recording complaints**

MIAG will record any complaint including the progress of the complaint and the outcome.  
The member of staff :

(Stage 1), Operations Manager

(Stage 2), Managing Director

(Stage 3) will ensure that the complainant and MIAG have the same understanding of the outcome. The complainant will be encouraged to complete Appendix A but MIAG will not wait for the form to be completed before treating the matter as a formal complaint. All complaints will be recorded within a complaint logbook.

### **Time scale for the management of a complaint**

<b>Stage 1</b>	<b>12 hours</b>
<b>Stage 2</b>	<b>24 hours</b>
<b>Stage 3</b>	<b>4-6 weeks</b>