



# **Complaints POLICY**

Reviewed Aug 2021  
Director: Colin Bernard

**This policy is set out to be used by staff, supply teachers, agency staff and volunteers  
working for First Universal Enterprises Ltd.**

**Policy Statement**

FUEL believes that if a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is each establishment's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and carers are taken seriously.

The Policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of FUEL's Disciplinary Policy.

FUEL believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. The Company supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and FUEL.

**Aim**

The aim of FUEL's Complaints Policy is to ensure that its complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

**Complaints Procedure**

Good communication is vital for building a partnership between home and school and it also builds understanding and co-operation between parents, staff and Directors.

<b>Stage</b>	<b>Action</b>	<b>Response</b>
1	Contact FUEL and try to sort problem out informally.	
2	If can't be resolved informally, write to the School Business & Education Manager as soon as possible, setting out why you remain dissatisfied.	Replies within 3 school weeks
3	If still dissatisfied, write to Adrian McGregor the Headteacher setting out why you are unhappy and what you would like the school to do to resolve the complaint.	Considers the complaint and replies within 3 school weeks.
4	If still dissatisfied, your complaint will be heard by the C.E.O and the panel of Directors (members of which will not have had any previous involvement in the matter. One member of the committee will be independent of the management and running of the organisation) At each stage it will be clarified exactly who will be involved, what will happen, and how long	Considers the complaint and replies within 3 school weeks.

	it will take. Parents have the right to attend any such hearing and be accompanied.	
4a)	<p>Panel Hearing:-</p> <p>Any such findings and or recommendations arising from the hearing will be: -</p> <ul style="list-style-type: none"> <li>i) Provided to the complainant and the person complained about if relevant.</li> <li>ii) Available for inspection on the school premises by the proprietor and head teacher.</li> </ul>	
5	If still dissatisfied, contact the Secretary of State for Education or the Government Ombudsman.	Children and Families staff can provide details of how to contact these organisations.

**Managing and Recording Complaints.**

The progress of any complaint and the final outcome will be recorded. A complaint may be made in person, telephone, or in writing. At the end of a meeting or telephone call, the member of staff will ensure that the complainant and the school have the same understanding of what was discussed and agreed.

All correspondence, statements and records relating to the individual complaints are to 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.

