



DAWN HOUSE SCHOOL – STAFF HANDBOOK	
Policy Title: Complaints Policy (Pupils)	
Section: C	Policy No: C.9
Version Date: June 2018	Review Date: June 2021
Name of Originator: JMc	Designation: Principal

At Dawn House School we want pupils to feel happy and secure and able to influence the service that is provided for them. A participation charter sets out the school's policy on participation and this policy sets out how complaints or worries can be brought to our attention and dealt with.

Consultation and Feedback about General Issues

Pupils are consulted frequently about the service through the school council, through assemblies, house meetings and other channels such as pupil and boarders' surveys. There are 2 pupil representatives on the governing body. Their views are listened to and acted upon appropriately. There are clear examples of suggestions that have been taken up and other examples where it has not been appropriate and feedback about this has been given.

It is expected that most wishes and concerns of a general nature, will be dealt with in this way. However, if there are personal individual concerns, or if dissatisfaction with a general issue affects a particular pupil, the following processes and procedures are intended to support the pupils in making a complaint.

Telling pupils about their rights

Information about the right to make a complaint (or share a worry) and how to do it is proactively shared with pupils both verbally and in written form. This happens through assemblies, tutorials, 1:1 sessions, notice boards and through parents.

Pupils can choose who they wish to complain to (or share with). We suggest that this may be their key worker, their SLT or the form tutor, but equally we recognise it could be any member of staff they choose.

They are told that complaints or worries can be brought to the Principal, Head of Care or other Senior Leaders.

They are also informed of their right to contact outside agencies such as Ofsted or Childline and contact details are provided.

Handling pupils' individual complaints and worries

Staff will listen carefully to complaints and note them. They will take responsibility for acting on the concern because the pupil has spoken to them, even if another person could have been consulted. They will tell the pupil how they intend to proceed and who they will consult. If the complaint, or worry, can be dealt with immediately then this will be communicated, with an explanation whether the response is a positive or negative one.

Pupils can nominate someone to support them in making a complaint. This may be a friend, a member of staff or of course their parents. That person can ask questions, make statements, write notes or otherwise help the pupil to explain and discuss their concerns. If the supporter is not available to participate at a particular time, the school will make reasonable efforts to have a discussion when they can join in. External professional supporters will not normally be appropriate to be involved.

Appeals

Where pupils are unhappy with the outcome of the complaint they will be asked to put it in writing and will be helped to do so. The written complaint will be passed to the person at the next stage in the flow chart at Appendix 1. Depending on the nature of the complaint, or the person who it is about, it may be dealt with at a different level to the person who a pupil first speaks to. If the complaint relates to the Principal it should be passed on to Bob Reitemeier, ICAN's CEO.

Records and how we handle concerns

The complaint and response will be recorded in the complaints file.

The agreed action will be followed through and the pupil informed of the outcome and, where relevant, recorded in line with the *Reporting & Recording Incidents Policy*.

At Dawn House School we are committed to treating all complaints received in a courteous and objective manner.

- In particular, we will weigh all evidence and opinion carefully.
- We will draw attention to other I CAN policies that may have a bearing on a complaint, for example, our Child Protection Policy and Confidential Reporting of Concerns policy and procedures.
- We will co-operate, as is reasonable, with friends or spokespersons nominated by complainants.
- We will provide assistance for complainants who have communication difficulties.
- We will provide training and support for staff members who may be called upon to handle complaints, at the first or second stage, as required by our Complaints procedure.

- As we will make it clear that, by using ICAN's procedures, complainants do not in any way limit their own statutory rights.
- We will work towards the target of completion of any investigation within 28 working days.

If a complaint is made about the conduct of a member of staff, a Trustee or a School Governor, I CAN will ensure that there is appropriate advice and support available to the person concerned.

Where the complaint is against the Principal, Bob Reitemeier, ICan's Chief Executive Officer should be informed and will advise on the handling of the complaint.

We reserve the right not to hear complaints that are vexatious or repetitious.

All positive feedback and all complaints received will be reviewed and reported on half termly by the school's Standard 20 Unannounced visitor.

Appendix 1

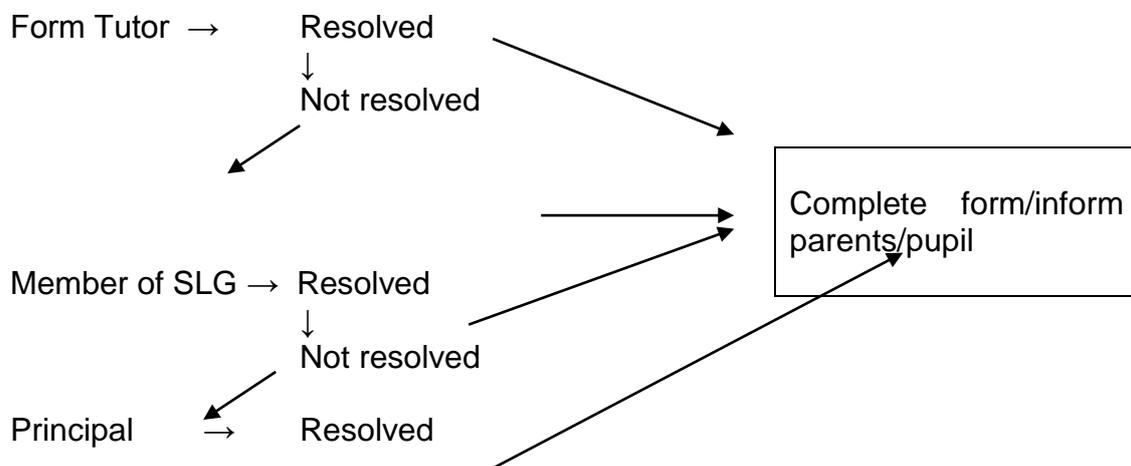
PROCEDURE FOR DEALING WITH A COMPLAINT FROM A PUPIL

Take time to listen and clarify details. If the complaint may relate to a child protection issue, refer promptly to the policy and ensure, in particular, that sensitive areas such as questioning, answers and confidentiality issues are handled in line with the policy.

Record the complaint and any subsequent action

Give any relevant information that may help resolve the complaint

If the complaint is not yet resolved pass on the complaint to the relevant person to determine what action needs to be taken: -



If you undertake further enquiries, you should add this information to the complaints form and return the form to the senior manager for further discussion. He/she will decide who will inform the complainant of the outcome of the investigation, and ensure that the complainant feels that the issues have been addressed to their satisfaction.

All complaints will be recorded in the complaints file by the senior manager.