

COMPLAINTS PROCEDURE

December 2016 – December 2019

Goldwyn Group of schools encompasses Goldwyn Ashford, Goldwyn Folkestone, Goldwyn Plus and Goldwyn College and is known as Goldwyn School. As a group of educational facilities we offer education for students aged 11 - 19 who are experiencing social, emotional and mental health difficulties. All students have an Education Health Care Plans. Students who are admitted to the schools/college have complex and wide ranging difficulties and these may include some aspects of learning difficulties and physical sensory difficulties. Students come from a wide range of socio-economic backgrounds and also from a wide geographical.

Goldwyn School has adopted the following complaints procedure to ensure that all parents and carers are able to voice their concerns relating to any element of school life.

Most complaints are best dealt with informally.

As a first point of contact we ask you to discuss with your child's keyworker or managers of the Learning Communities. If this has not dealt with concerns satisfactorily then the matter can be discussed on the telephone or by appointment with staff in each respective learning facility.

If you have a child at a Goldwyn centre and your concern is about the school/centre or the education provided, please initially discuss the matter with the relevant school/centre.

If you do not have a child at the school please discuss the matter with the Principal or Vice Principal of Goldwyn School

For Goldwyn School Group:

With the Principal or either Vice-Principal.

Arrangements can be made from 8.30am or at the end of afternoon school. If you are not satisfied that your complaint has been settled by informal discussion, you can ask to have it considered by the governing body. Complaints may be made under arrangements pursuant to Section 23 of the Education Reform Act 1988. Details are available from the school office or the education office.

We would very much hope that any problem could be resolved through discussion with the staff at school. The following information is given in accordance with the 1988 Education Reform Act. The minutes of governors' meetings, National Curriculum documents and school curriculum guidelines may be viewed by appointment in school.

For Goldwyn Ashford:

With either the Head of Centre or Deputy Head of Centre. Arrangements apply as above.

For Goldwyn Folkestone:

With either the Head of Centre or Deputy Head of Centre. Arrangements apply as above.

For Goldwyn Plus:

With either the Centre Manager or Deputy Centre Manager. Arrangements apply as above.

For Goldwyn College:

With either the Centre Manager or Deputy Centre Manager. Arrangements apply as above.

Stage 1 – Informal

If you feel that a concern has not been addressed through initial discussion with the keyworker or Senior Managers, or that the concern is of a sufficiently serious nature, please make an appointment to see a Vice Principal. The Vice Principal considers any such complaint very seriously and most complaints can be resolved at this stage.

Stage 2 – Formal

If the matter cannot be resolved it may be appropriate for you to make an appointment to see the Principal. If your complaint is about the Principal it may be appropriate for you to write to the Chair of Governors to make a formal complaint. (Sent via the Clerk to the Governors at the school address) Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The Principal or Chair of Governors will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. They will normally write to you with the outcome of this process within 15 school days of receiving the complaint.

Stage 3 – Formal

If you are not satisfied with the result you may ask to refer your complaint to Stage 3 of the procedure. At this stage, a panel of 3 Governors will meet to consider the complaint and make a final decision about it on behalf of the Governing Body. The panel will consist of independent Governors and the Clerk to the Governors. The meeting will normally take place within 15 school days of your request.

You will normally have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend part of the meeting, accompanied by a friend/partner if wished, to put your case. The Principal will be given the same

opportunities. The Clerk to Governors will write to you with the panel's conclusion within 5 school days of the meeting.

The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education.

Monitoring and Review

The Governing Body monitors the Complaints Procedure, in order to ensure that all complaints are handled properly. The Principal will log all formal complaints received by the school and record how they were resolved. Governors will examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

A copy of this procedure is available to all parents and members of the public on request.

FLOWCHART SUMMARY OF COMPLAINTS PROCEDURE

Stage 1 – Informal

Complaint at school level – parent/member of the public should try to resolve the problem with a member of the school staff.

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Resolved?

→ **YES. No further action.**

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No. Parent/member of the public makes an appointment to see the Vice Principal who will try to resolve the problem.

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Resolved?

→ **YES. No further action.**

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NO. Parent/member of public told how to move on to the formal stage of the procedure.

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Stage 2 – Formal

Complaint to the Principal or Chair of Governors.

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Headteacher or Chair of Governors writes to complainant within 15 school days of receiving the complaint.

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Resolved?

→ **YES. No further action**

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NO. Parent/member of public told how to move to Stage 3 of the procedure.

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Stage 3 – Formal

Complaint to Governing Body.

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Governing Body write to complainant within 5 school days of meeting.

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Resolved?

→ **YES. No further action**

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NO. Parent/member of public may decide to write to the Secretary of State for Education because the Governing Body has been unable to resolve the problem.