

## COMPLAINTS

### POLICY

My Choice School is committed to the education and development of our students and encourages support and welcomes views from the students' parent / carers. My Choice School defines parent / carers as:

- Parents
- Social workers
- Guardians
- Foster carers
- Registered children's homes managers

We listen to the views of parents / carers in order to provide an opportunity to improve our service, learn from mistakes and offer solutions and provide clarification to concerns and complaints.

All concerns and complaints will be dealt with honestly, politely and in confidence and looked into thoroughly and fairly. We will endeavour to deal with concerns and complaints quickly and will keep parent / carers informed of progress and how we will deal with the concern or complaint.

### PROCEDURE

The Headteacher Clare Wye (or Deputy Headteacher or teachers) makes contact with parents / carers daily by telephone for handover information, for sharing concerns and celebrations and to work together for the support of the student. Teachers email End of Day reports to parent / carers and also telephone to discuss concerns or celebrations when appropriate. My Choice School aims to ensure a clear dialogue with parents / carers to enable working together and a channel for raising concerns.

If a parent / carer has a concern about a student's education or experience at My Choice School the concern can be raised in the first instance with the student's teacher or Headteacher either in person or by telephone.

The **Headteacher** can be contacted on the school office number **01903 898060** or via email **c.wye@my-choice-homes.com**

Teachers can be contacted via email and will be able to return emails and make telephone calls after the school day.

The teacher will inform the Headteacher of the complaint and we will discuss the concern with the parent / carer and endeavour to provide a satisfactory response within 24 hours.

The Headteacher will also be able to address initial concerns in the absence of a teacher.

If a parent / carer is not satisfied with the response to the initial concern they should make a **formal complaint** in writing to the Headteacher detailing:

- The initial concern
- The outcome of the informal discussion with the teacher
- Their reasons for dissatisfaction.

The Headteacher will acknowledge receipt of the complaint and inform the parent / carer of the timescale of the investigation.

The Headteacher will schedule a meeting with the parent / carer and **will endeavour to resolve all complaints within 10 school days**. The parent / carer may be accompanied to the meeting by an advocate if they wish. The final response to the complaint will be provided to the parent / carer in writing.

If a parent / carer considers that their complaint has not been addressed and wishes the complaint to be considered further they should email:

**Head of Education**

**Annie Murphy** [a.murphy@my-choice-homes.com](mailto:a.murphy@my-choice-homes.com)

**or**

**Directors of My Choice Children's Homes Ltd**

**Dawn Ives:** [d.ives@my-choice-homes.com](mailto:d.ives@my-choice-homes.com)

**Alex Hyland:** [a.hyland@my-choice-homes.com](mailto:a.hyland@my-choice-homes.com)

The Directors will convene a panel of three people including themselves and one other person who will be independent of the management of My Choice School and who will not have had any direct involvement in the matters detailed in the complaint and schedule a meeting 10 school days after receiving the written complaint, to which the parent / carer will be invited.

The parent / carer may be accompanied to the meeting by an advocate of their choosing.

All findings and outcomes and any recommendations will be recorded and made available via email (or other means) to the parent / carer,

Headteacher and teacher if relevant to the complaint within 10 school days of the meeting.

Written records of all concerns raised informally and all written complaints raised formally will be kept confidential and made available on request to HMI and the Local Authority and available on school premises for inspection by the Head of Education and Proprietor.

Written records of informal complaints will also indicate how the complaint was resolved including whether the complaint progressed to the formal stage or whether a satisfactory outcome was reached.

**Reviewed May26**

**Annual review due June 2027**