

Complaints Policy

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Updated by: Amy Ginnetta

Approved by: Graham Chambers

INTRODUCTION

This policy and procedure is for the benefit of Triple Skillz parents, guardians or carers. (Hereafter referred to as “parents”) This policy and procedure applies in respect of all complaints by parents made against Triple Skillz, except in respect of child protection allegations where the Triple Skillz Safeguarding policy and procedure applies. Triple Skillz School is committed to ensuring that all students receive the best possible education in a safe, comfortable and enjoyable environment.

We are keen to respond quickly to any problems and to remedy any defects as soon as possible. Parents can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially. Triple Skillz will endeavour to:

- Record complaints and ensure that they are brought swiftly to the attention of the staff and Senior management
- Resolve any complaints as fully as possible and within 28 days.

Stage One

Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

- If parents or Triple Skillz students have a complaint they should normally contact Triple Skillz Education and Pastoral Manager Amy Ginnetta immediately if possible (but within three months of the issue arising which has resulted in the parent/student wanting to make a complaint). In many cases, the matter will be resolved straightaway by this means to the students’ or parents’ satisfaction. If Triple skillz Education and Pastoral manager cannot resolve the matter alone, it may be necessary for to consult other staff.
- A written record of all concerns and complaints and the date on which they were received will be made. These records will be kept for one year after the student has left Triple Skillz.
- Triple Skillz will use its reasonable endeavours to resolve any informal complaints within ten working days of them being raised, except where they are raised in school holidays. Triple Skillz will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).

- Should the matter not be resolved as referred to above, or in the event that Triple Skillz and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage Two of this Procedure.

Stage Two

Formal Resolution

- If the complaint cannot be resolved on an informal basis as set out above, then parents should put their complaint in writing to the CEO.
- The CEO will investigate the complaint and will decide the appropriate course of action to take. In most cases, the CEO will meet or speak with the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage. PLEASE NOTE: parents are welcome to have another supporting adult to accompany them to any meetings or telephone conversations.
- Triple Skillz CEO will use reasonable endeavours to speak to or meet parents within ten working days of the formal complaint being received, except where the complaint is received in school holidays where the CEO will use his/her reasonable endeavours to speak or meet with parents as soon as possible after the commencement of the new school term (usually within ten working days).
- The Head Teacher will keep a written record of all meetings and interviews held in relation to the complaint.
- Once the CEO is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made. Parents will be informed of this decision in writing, giving reasons for the decision. The written decision should be provided no later than ten working days after speaking or meeting with parents to discuss the matter. THE CEO may also arrange to meet with parents to explain the decision.
- Where parents are dissatisfied with the outcome of the CEO's response to their formal complaint, they have the opportunity to appeal.

Appeal Process

- Should a parent want to appeal the CEO's decision, they have the right to do so. In this instance the referring School or Partnership would be brought in to also review the evidence collected by the CEO.
- This process will be completed wherever possible within 14 days of the appeal being received.
- The written decision should be provided no later than 14 working days after speaking or meeting with parents to discuss the matter. THE CEO and School/Partnership may also arrange to meet with parents to explain the decision.