

Hythe House Education

Complaints Policy and Procedures

Version (Date): February 2015

Review (Date): February 2016

COMPLAINTS POLICY

Introduction

Hythe House Education values the support it receives from the foster carers. When problems occur, they can often be quickly resolved by an informal discussion between the carer and the staff member concerned. However for situations that cannot be resolved the following procedures should be followed.

Who can make a complaint

- Children and young people based at Hythe House Education
- Parents of children based at Hythe House Education
- Foster carers with children / young people placed in Hythe House Education
- Social workers with children placed in Hythe House Education

Procedure

In the first instance, the complainant should make an appointment to meet with the staff member concerned, at a mutually convenient time, either at the school or a mutual location.

Should this fail to resolve the complaint; the complaint should be put in writing and sent to the Head Teacher. The Head Teacher will attempt to resolve the problem and this may involve a meeting with the complainant and the staff member concerned.

If the complainant is not satisfied with the outcome of this meeting, the Head Teacher will make provision for a hearing before a panel.

Panel Hearing

The panel must consist of three members who were not directly involved with the matter detailed within the complaint.

One person who is on the panel must be independent of the organisation and management of both Hythe House Education and Hythe House Support.

Our C.R.O (Complaints Receiving Officer) will be contacted to be the independent member of the panel if required.

Mr Geoff Standen – Is assigned this position and he can be contacted through Hythe House Supports agency manager (Sittingbourne office 01795 438634).

The complainant will be permitted to attend the panel meeting if they wish to do so. The complainant may also bring a companion if they so wish.

The panel will investigate and discuss all areas of the complaint and discuss with all parties involved in the complaint. The panel will then make recommendations in

regard to the findings during the panel meeting. These findings will then be typed and copies given to the following:

- The complainant
- The proprietor
- The Head Teacher
- The person who was complained about

Written records

All levels of complaints should be recorded and filed away in a safe secure area. Filed complaints should include all details relating to the complaint including details at what level the complaint was resolved.

All complaints filed and all paperwork relating to the complaint are to be kept confidential, except where the secretary of state or a body conducting an inspection under section 163 of the 2002 act requests access to them.

Time scale for the management of a complaint

When a complaint is first received the initial meeting should be set up in no less than 24 hours.

When a written complaint is received, the head of education should set up a meeting for the complainant within 24 hours of receiving the letter.

If the complaint is still not resolved the complainant will be advised on their rights to involve:

- Company Proprietors
- Head of Education
- Etc

The complaint would then be formal and the person complaining should write to the relevant person within 15 days explaining their dissatisfaction and reasons why.