



NANPANTAN HALL
Nurture Centre

COMPLAINTS POLICY &
PROCEDURE

COMPLAINTS POLICY

PROCEDURE

POLICY REVIEW STATEMENT

This policy will be reviewed Bi-annually or earlier should legislative change or other event require it.

SIGNED:.....

POSITION: DIRECTOR

DATE: 1st August 2023

REVIEW DATE: 1st August 2025

FOR & ON BEHALF OF SERENITY EDUCATION



Nanpantan Hall Nurture Centre

COMPLAINTS POLICY AND PROCEDURE

INTRODUCTION

At Nanpantan Hall Nurture Centre we are committed to providing the best education for our young people and want our pupils to be healthy, happy and safe and to do well. We believe that the Directors and staff work very hard to build positive relationships with all parents. However, Serenity Education is required by law to have procedures in place in the case that complaints may arise. The following procedure sets out the steps that should be followed in order to resolve these as quickly and informally as possible. In all cases we put the interests of the student above all other issues.

AIMS

Our Nurture Centre aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and in all cases, we put the interests of the young person above all other issues.

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the Nurture Centre can be crucial in determining whether the complaint will escalate. The complainant may become dissatisfied with the way in which the complaint was handled in the early stages, as well as pursuing the initial complaint.

The ability to consider the complaint objectively and impartially is crucial. Serenity Education will respect the views of a complainant who indicates that he/she would have difficulty in discussing a complaint with a particular member of staff. In these cases the staff member can refer the complainant straight to the Head Teacher (John Furborough) or another Director if they so preferred.

Serenity Education recognises that the complainant may be a young person. Careful consideration must be given to the atmosphere to ensure that the young person does not feel intimidated. The views of the young person must be given equal consideration to those of adults.

Monitoring and Review

The Nurture Centre Directors will monitor the complaints procedure annually in order to ensure that all complaints are handled properly. The Headteacher will log all complaints received by the Nurture Centre and record how they were resolved. Serenity Education Directors will examine this log on an annual basis.

Serenity Education Directors will take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy.

STAGES IN NANPANTAN HALL NURTURE CENTRES' COMPLAINTS PROCEDURE

Stage one

All staff work very hard to ensure that every young person is happy at Nanpantan Hall Nurture Centre and is making good progress. They always want to know if there is a problem so that they can take action before the problem seriously affects the young person's progress. If a parent is concerned about anything to do with the education that the Nurture Centre is providing they should, in the first instance, discuss the matter with the relevant member of staff or Head Teacher. Most matters of concern can be dealt with in this way.

Parents can

Nanpantan Hall Nurture Centre

- Call in at the end of the day for an informal discussion
- Make an appointment to see the relevant member of staff or Head Teacher through the Nurture Centre office
- Arrange a series of appointments to ensure the issue is properly dealt with. Complaints / concern form (A) recording the nature of the complaint will be filled in by the Nurture Centre member of staff who the complaint or concern was raised with.

Stage Two

Where a complainant feels that a situation has not been resolved through contact with the staff member or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head Teacher, who will make themselves available within a **maximum of 2 days** for this meeting. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. Complaints / concern form (A) recording the nature of the complaint will be filled in by the Head Teacher and kept on file.

Stage Three

If the informal complaint is not resolved at stage two, the complainant will be advised to follow this formal procedure in stage three and will be asked to put their complaint/appeal in writing using Stage 3 (Form B) to a Complaints Sub-Committee. Address provided below:

Dorothy Francis (Chief Executive Officer)
Co-operative and Social Enterprise Development Agency (CASE)
First Floor 1
The Crescent King Street
Leicester
LE1 6RX

Your complaint/appeal will be acknowledged within **5 working days**, and you will be invited to attend a meeting of a Complaints Sub-Committee along with Serenity Education. This meeting will be organised within one month of receipt of the complaint. This sub-Committee will consist of between 3 and 5 CASE Directors and will be chaired by an Independent Chair.

The complainant can bring someone to the meeting, or they can ask one of the co-op reps at CASE who is not on the Sub-Committee to help make their case.

The Complaints Sub-Committee will carry out any further enquiries, and will let the complainant know in writing as soon as possible, and within one month, what decision has been made and what action is being taken.

Stage Four

If any parent is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

Complaint involving the Headteacher/Directors.

(To be read in conjunction with Management of Allegations Policy)

If complaints are made in relation to the headteacher or directors of the school; an independent and impartial investigations can be facilitated through a referral to the Local Authority Designated Officer (LADO) for Leicestershire. *(See contact details below)*

Nanpantan Hall Nurture Centre

Leicestershire County Council LADO

Allegations Line: 0116 305 4141

Email: CFS-LADO@leics.gov.uk

Individual Leicestershire LADO Contact Information:

Kim Taylor: 0116 305 5641 / Kim.Taylor2@leics.gov.uk

Lovona Brown: 0116 305 8161 / Lovona.Brown@leics.gov.uk

Rutland County Council LADO

Telephone Number: 01572 758 454

Click [here](#) to access the Rutland County Council LADO webpage.

Leicester City Council LADO

Local Authority Designated Officer (based within the Safeguarding Unit)

Telephone Number: 0116 454 2440

Email: Lado-allegations-referrals@leicester.gov.uk

Nanpantan Hall Nurture Centre

Complaints Procedure, Stage 1 (Form A)

Please complete this Form (A), or ask someone else to, including an SERENITY EDUCATION Director, if you feel that it is appropriate for him/her to respond to your complaint. If you are not satisfied with the response or would prefer to complain to CASE, please proceed to Stage 2 of the Complaints Procedure and complete Form B.

REPORT OF COMPLAINT

Date of report of complaint:

Name of complainant:

Name of Independent School:

Address:

Tel:

Date or dates between of event causing the complaint:

Name of person(s) to whom the complaint is directed, if applicable:

Details of complaint as understood by SERENITY EDUCATION:

(attach separate sheet if necessary)

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Nanpantan Hall Nurture Centre

Actions decisions taken on this complaint:

What action/decisions?

[illegible]

By whom?

.....

By when?

.....

Date completed:

[illegible]

Report completed by:

Date:

Nanpantan Hall Nurture Centre

THE COMPLAINANT (delete as appropriate):

Is satisfied that the complaint has been addressed/ wants no further contact regarding the complaint/ is still unsatisfied and wishes Serenity Education to take the following action:

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Name:

Signed:

Date:

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Co-operative and Social Enterprise Development Agency (CASE)

Complaints procedure, Stage 3 (Form B)

Please complete the first part of this form (B) if you feel that it is NOT appropriate for the Serenity Education Director to respond to your complaint, or if you are not satisfied with the response you have received so far, or you would prefer to complain to CASE.

REPORT OF COMPLAINT

Date of report of complaint:

Name of complainant:

Name of Independent School:

Address:

Tel: _____

Date or dates between of event causing the complaint:

Name of person(s) to whom the complaint is directed, if applicable:

Have you previously reported this complaint? **Yes / No**

If yes, when?

Details of complaint as understood by CASE:

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Nanpantan Hall Nurture Centre

THIS SECTION TO BE COMPLETED BY CASE

Date of acknowledgement letter:

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Date of meeting:

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Person(s) attending meeting:

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Action or decisions taken on this complaint:

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By whom?

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By when?

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Date completed:

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The above actions/decisions have been carried out in accordance with the agreement made at the above meeting.

.....

Report completed by:

Date:

.....

Nanpantan Hall Nurture Centre

THE COMPLAINANT (delete as appropriate):

Is satisfied that the complaint has been addressed/ wants no further contact regarding the complaint/ is still unsatisfied and wishes CASE to take the following action:

[illegible]

Name:

Signed:

Date: