



## **Complaints Procedure**

**Please Note: As of Jan 2016, no complaints have been made.**

### **Statement**

Any complaint will be regarded as most serious and will be thoroughly investigated by the Head of Centre.

Any complaint must be made in writing for the attention of **Mrs Kate Towers.**

In the event of a complaint being made against any member of staff, a written account is taken and filed in the file of complaints. A file of complaints is kept on site at the Centre at all times. Every complaint will be recorded in detail and kept, in the event of failure to resolve, or in the event of further investigation.

In the event of allegations of abuse or neglect by any staff member, the staff implicated shall be suspended whilst the complaint is investigated. Any complaints of this nature shall be reported to Social Services at the first instance and advice sought by them thereof. Ofsted will also be informed of any allegation of neglect/abuse made against any member of staff.

All parents are advised to contact Ofsted in the event of *any serious cause for concern* the number and details of which are displayed in the centre.

## **Complaint Handling**

- a) All Complaint handling will be given a timescale and this is set out in our complaints process. Once a complaint is received, it is dealt with immediately. However, our complaints process outlines the timescales that we adhere to.
- b) Initially, all complaints will be dealt with informally. However, if there is no satisfactory conclusion, a formal process will take place whereby Tower Learning Centre will want in writing details of the complaint from the Parent/Carer.
- c) Parents/Carers will be allowed to attend and accompanied by a suitable and responsible person to a panel hearing if they wish. Notice of at least 48 hours must be given to the proprietor of who suitable/responsible person is going to be.
- d) Tower Learning Centre will endeavour to respond back within 7 days. However, if there is still no satisfactory conclusion to the complaint, an independent panel will be commissioned by the Head of Centre to investigate the matter. The independent panel will be made up 3 people who are not directly involved in previous consideration for the complaint. The appointment of the panel will be commissioned by the Head of Centre. At least 1 member of the panel will be independent of the management and running of the centre. The responsibility of the panel will be to establish findings and make recommendations.
- e) All written records will be kept of all complaints and their outcomes in all circumstances. All records and statements will be kept in confidence and available to be shown to Ofsted as and when required. The Complainant, Head of Centre and, where relevant, the person complained about, are given a copy of the findings and recommendations. The procedure provides for written records to be kept confidential indicating whether they were resolved at the primary stage or whether they proceeded to a panel hearing.

### COMPLAINTS PROCESS

