

MAKING A COMPLAINT



Rachel Hart
Stacey Hickey

STRIVE Inclusive
Academy
Approved
July 2024
Review Date
July 2025



At Strive IA we believe that children and parents have the right to expect politeness and swift, careful attention to their needs and wishes. We welcome any suggestions on how to improve our environment and will give fast and serious attention to any concerns regarding the operation of our provision. We anticipate that most problems will be resolved quickly by an informal approach with the appropriate staff member.

However, if this does not achieve the desired result, we have a set of procedures for dealing with concerns. We always aim to resolve all concerns about the provision in a suitable way for all parties involved.

Our Procedures

Stage 1

Any parent/guardian concerned about an aspect of our establishment talks over their concerns with a member of the senior team.

Most complaints should be resolved informally and amicably at this stage.

We record the issue and how it was resolved in the child's file.

Stage 2

If this does not have an adequate outcome, or if the issue returns, the parent moves to this stage of the procedure by putting their complaint or concern in writing.

We store all of the information regarding the written complaint from the child's parent/guardian in the child's personal file. However, if the complaint requires a detailed investigation, the manager/owner may decide to store all information relating to the complaint in a separate file specifically for this complaint.

When the investigation into the complaint is completed, our manager will meet with the parent/guardian to discuss the outcome.

We inform the parent/guardian of the outcome within 28 days of the complaint being made. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 3

If the parent/guardian is not satisfied with the outcome of our investigation, they can request a meeting with our director. If they prefer, the parent/guardian may have a friend or partner with them, and our manager/owner can have the support of the directors.

An agreed-upon written record of the discussion and any decision or action to be taken as a result is made. All parties present at the meeting will sign the record and receive a copy.



This signed record concludes the procedure. When the complaint is resolved, we log the summative points in our Complaint Investigation Record.

Stage 4

If an agreement still needs to be made between the parent/guardian and Strive IA, we invite an external mediator to help resolve the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help us define the issue, review the action taken so far, and offer alternative solutions to resolve the problem.

The mediator keeps all information confidential. They may hold separate meetings with the parent/guardian and our staff if this is thought to be beneficial. The mediator keeps an agreed written record of any meetings and any information the mediator may give.

Stage 5

When the mediator has concluded their investigation, a final meeting is held between the parent/guardian and our director. This meeting aims to reach a final decision on the action to resolve the complaint. The mediator's advice is used to help reach this decision. The mediator may be present if both parties feel this will help reach a decision.

All parties will make and sign a record of this meeting and the action to be taken. They will also receive a copy of the agreement, which signifies that the procedure has concluded.