



# Complaints Policy



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EXPLORE

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## 1. Introduction

South Brockwells Farm (SBF) aims to meet its statutory obligations when responding to complaints from parents of pupils attending SBF, and members of the community.

We try to ensure that the SBF experience is a rewarding one. We try to get things right but occasionally we may fall short of parents', pupils' or communities' expectations and we therefore welcome comments on how your experience at SBF can be improved.

If, however, something is not resolved to your satisfaction, you have the right to make a complaint. When responding to complaints, we aim to:-

- be impartial and non-adversarial.
- facilitate a full and fair investigation.
- address all the points at issue and provide an effective and prompt response.
- respect complainants' desire for confidentiality.
- treat complainants with respect and courtesy.
- ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into SBF improvement evaluation processes.

## 2. Allegations of abuse against staff

We recognise that there will be occasions when a child/young person, or a parent or another person may make an allegation against a member of staff.

- in this event, the Director of Education and Events will follow the procedures for dealing with allegations against staff in line with the complaints procedure (see 4. below).
- if an allegation is made regarding the Director of Education and Events, this needs to be reported to The Partners, South Brockwells Farm.

### 3. How to make a complaint

We wish to be as flexible as possible in receiving complaints. Parents/members of the community can complain by :-

- letter, in person, email or on behalf of someone else,
- NOT VIA TEXT MESSAGE OR ANY SOCIAL MEDIA PLATFORMS

### 4. SBF complaints procedure

This procedure is set out below and has two stages :-

#### STAGE 1: First informal complaint

- You should, in the first instance, make your concerns known to the Director of Education and Events.
- She will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

#### STAGE 2: Formal complaint

- If you wish to proceed, you will need to put your complaint in writing addressed to The Director of Education and Events, South Brockwells Farm.
- Your complaint will be acknowledged in writing or by email within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.
- If the complaint involves the Director of Education and Events, you may address it directly to The Partners, South Brockwells Farm.
- An investigation will take place that will try and clarify what has happened, who was involved and what the complainant feels would put things right. Findings will be presented to the South Brockwells Farm Partnership and their response will be final.

### 5. Policy status and review

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|-----------------------|---|
| <b>Written by:</b>    | Director of Education and Events                              |
| <b>Owner:</b>         | Director of Education and Events                              |
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