

# SOUTH BROCKWELLS — FARM SCHOOL —



## Complaints Policy

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EXPLORE

INSPIRE

RESET

DEVELOP

### 1. Introduction

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

We try to ensure that the South Brockwells Farm School 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 South Brockwells Farm School 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 South Brockwells Farm School 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 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, this needs to be reported to Chrissy Wells, Director, South Brockwells Farm School.

### **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. South Brockwells Farm School 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.
- 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, South Brockwells Farm School.
- 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, you may address it directly to Chrissy Wells, Director, South Brockwells Farm School.
- 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 School Board of Directors and their response will be final.

#### **Policy status and review**

## 5. Policy status and review

<b>Written by:</b>	Director of Education
<b>Owner:</b>	Director of Education
<b>Status:</b>	V1 = 04/03/2022 Submitted to Partners, SBF Partnership V2 = 06/11/2023 Submitted to Board of Directors, SBF School
<b>Approval date:</b>	V1 = 14/03/2022 V2 = 28/11/2023
<b>Date reviewed</b>	V1 = 01/08/2023 No changes. V1 = 02/11/2023
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