

COMPLIMENTS AND COMPLAINTS POLICY

The OHC&AT Board of Directors has agreed this Policy and as such, it applies across the organisation – 30th June 2015.

Jay Mercer
Chair of OHCAT Board



Darren Coghlan
Chair of OHC Board



Compliments and Complaints Policy

INTRODUCTION

Orchard Hill College and Academy Trust (OHC&AT) is committed to providing outstanding educational opportunities for all our pupils and students. OHC&AT welcomes compliments and complaints from our learning community, from our stakeholders and from the general public. We use this process positively to improve services for our pupils and students and the wider community.

OHC&AT is committed to the continuous improvement of its services. We recognise that, occasionally, mistakes will be made or the service offered will not meet an individual's requirements or expectation. Complaints will be used as feedback to improve the service which we as educational providers offer. Compliments will help us to identify what we are really good at and to share good practice across our organisation.

SCOPE

This policy applies to all complaints from applicants, enrolled pupils/students, parents, carers, local authorities, the general public and other users of our services.

Any expressed dissatisfaction with OHC&AT provision, services, procedures or facilities will be treated as a complaint.

The policy does not cover complaints about academic assessment, as this is managed separately.

Staff complaints will be resolved using OHC&AT's Grievance Procedure.

RESPONSIBILITIES

All OHC&AT staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly in accordance with the procedure set out below.

POLICY REVIEW DETAILS

<i>Version:</i>	1.0
<i>Reviewer:</i>	Janet Sherborne
<i>Approval body:</i>	Family Board
<i>Date this version approved:</i>	30 th June 2015
<i>Due for review:</i>	Summer 2018

ST PHILIP'S SCHOOL PROCEDURE

- A complaint will be acknowledged within five working days of receipt by Arwen Showell, School Secretary, and passed onto the appropriate department who will carry out the investigation. Compliments will also be acknowledged and sent to the department/individual where the good practice has been noted.
- Following the investigation a response will be sent to the complainant within 20 working days. Where more time is required, the complainant will be sent an interim letter outlining progress within the investigation and giving a date for the full response. This may occasionally happen during holiday periods, or if it is a complex complaint.
- If the person making the claim is dissatisfied with the outcome, then he/she is entitled to make an appeal. The appeal letter should be sent within 10 working days of the date of the outcome letter and should be addressed to Arwen Showell, School Secretary, who will log the appeal and forward it to the Senior Leadership Team.
- The Senior Leadership Team will investigate the matter, and respond to the appeal by the complainant. The complainant will be invited to a panel hearing, at which at least one member of the panel shall be independent of the management and running of the Academy. The complainant may bring an advocate, such as a trusted friend or colleague, if they so wish.
- The Head will investigate and respond to one further appeal should the complainant remain dissatisfied. This will be the final stage of the internal procedure.

If, following this procedure, complainants are still unhappy, they can contact the Education Funding Agency via the [schools complaint form](#).

Monitoring

The Senior Leadership Team will receive a monthly analysis of compliments and complaints and any action which has been taken. This will include identification of any trend data and any differences between groups which will allow issues to be identified and addressed. Reports will also be provided to the Local Governing Body.

Access to the Policy

The Policy will be published on the Academy website and internally. Compliments and complaints can be submitted via the website, <http://stphilips-chessington.co.uk/>, email (office@stphilips.rbksch.org) or by letter to:

St Philip's School
Harrow Close
Chessington
Surrey
KT9 2HR

Tel 020 8397 2672

Advocacy and any other appropriate support will be provided as necessary to a pupil or student who wishes to make a complaint.

In addition, pupils, parents, carers and visitors can complete feedback forms at the school reception area.