



COMPLAINTS POLICY & PROCEDURES

Status: **Statutory**

Member of Staff responsible: **Principal**

Associated Policies and documentation:

- Behaviour for Learning Policy
- Anti-Bullying Policy
- SEN and Inclusion Policy
- Safeguarding and Child Protection Policy
- Allegations against staff
- Exclusions Policy
- Equal Opportunities Policy

Implementation date: September 2014

Review date: July 2015

Our Mission Statement

“A distinctive learning community focussing on engineering and sustainability.

An environment integrating education and business, where young people feel valued.”

Daventry UTC offers an excellent, career-focused education for 600 students between the ages of 14 and 19 who are interested in “new technologies” or who are motivated by technical subjects.

The education and breadth of experience provided by Daventry UTC will match the best provision in the state or independent sectors. It will help you to achieve the qualifications and skills that are highly valued by employers, and the opportunity to start developing an inspiring career.

Based in the heart of England in West Northamptonshire, Daventry UTC has a superb and accessible location with a long standing technological and manufacturing base to draw upon.

Underpinning our vision for Daventry UTC is a commitment to:

- Provide an excellent, student-centred education for 14-19 year olds
- Develop highly desirable skills in science, technology, engineering and mathematics
- Deliver career-focused, practical and technical skills training
- Harness employer partnerships to ensure qualifications and skills training are relevant to the world of work
- Focus on new, sustainable technologies to promote a “cleaner, greener county”

Our Ethos

Emphasis will be on high standards and excellence at every level. The Daventry UTC will create an outstanding learning environment where students will be passionate and committed to developing the skills required for a career in sustainable and related new technologies in construction, engineering or environmental sustainability.

Daventry UTC will foster a learning ethos, which promotes a spirit of enquiry, delivering young people that are 'skilled, professional and enterprising' by equipping them to share in a journey of technological, professional and personal development. We believe that each individual is unique and has his/her own special talent, which can be nurtured, stimulated and developed in a positive, balanced, innovative and rich environment where there is fairness, understanding, recognition of achievement and shared values. We want every student to enjoy their education, to achieve to their potential and to develop emotionally, socially, vocationally and academically.

INTRODUCTION

Daventry University Technical College strives to ensure high quality education for learners and effective working relationships with their parents/carers. If the need should arise, parents/carers can raise concerns about their child's education and experience at the Daventry UTC.

Daventry UTC takes all concerns and complaints seriously and will endeavour to resolve all such issues swiftly and satisfactorily for all parties.

Associated policies and documents within Daventry UTC are:

- Behaviour for Learning Policy
- Anti-Bullying Policy
- SEN and Inclusion Policy
- Safeguarding and Child Protection Policy
- Allegations against staff
- Exclusions Policy
- Equal Opportunities Policy

This procedure explains how to do raise a concern and the process that will be followed by the Daventry University Technical College.

PROCEDURE TO REGISTER A CONCERN OR COMPLAINT

Stage 1: Guidelines for Dealing with Concerns: Informal Stage

If you have a concern about your child then you should contact the relevant member of staff or your child's Personal Tutor to discuss the issue with them. They will discuss the issue in line with the most appropriate policy, procedure or documentation. In most instances the concern can be resolved at this stage.

If the relevant member of staff or Personal Tutor cannot resolve the issue, they will record the details including date, name and contact details and refer your concern to the appropriate member of staff within Daventry University Technical College. You should receive a reply to your concern within 5 working days.

The majority of issues are resolved at this stage. However, if this does not resolve the issue then you should contact the Deputy Principal. It may be that the Deputy Principal has not been aware of the concern raised prior to this point. At this stage the Deputy Principal will, in most cases, resolve the matter to the satisfaction of all concerned without recourse to the complaints procedure. You should receive a reply to your concern within 5 working days.

If, following a discussion with the Deputy Principal, the issue has not been resolved then you should follow the complaints procedure as outlined below.

If your concern relates to the Principal, then you should contact the Clerk to the Governing Body, via the Daventry University Technical College.

Stage 2: Guidelines for Making a Complaint: Formal Stage

If you wish to make a complaint then the complaint form should be completed which can be downloaded from the Daventry website [www.daventryutc.com] or obtained from Reception (Appendix 1). If you need assistance completing the form then please contact Reception who will log the details of the complaint and report them back to you.

Acknowledgement of your complaint should be made to you within 3 working days. This will include details of what will happen next, the timescales involved and the person who will be dealing with the complaint; this will usually be the Principal. Written records will be kept of meetings and telephone conversations during the investigation.

The person who has been nominated to carry out the investigation will inform you of the outcome within 15 working days with a written response (this may be longer in exceptional cases). This will include a full explanation of the decision and the actions, where appropriate, that the Daventry University Technical College will take in relation to the complaint. You will be offered the opportunity to discuss the response to the investigation.

If it is not possible to resolve the complaint within 15 working days then a further written acknowledgment will be sent to you detailing the progress to date.

If your complaint leads to action being initiated under other procedures e.g. disciplinary or child protection, then the complaints procedure will be suspended until action under the other procedures (including appeals) have been concluded. You will be notified that this is the case and informed of the delay in the resolution of your complaint. However you will not be entitled to know which other procedures have been initiated or the outcome of these.

The Daventry UTC will treat all complaints with respect during and after the investigation. The details of your complaint will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution. All complaints will be entered onto the Complaints Log which will be held by the PA to the Principal with the:

- Date complaint received
- Nature of complaint
- Person in charge of the investigation
- Outcome of the investigation
- Date complaint response sent
- Closure of complaint.

All documentation with regard to the investigation will be held by the PA to the Principal. The documents generated by it could be scrutinised by another body or disclosed to the complainant under the Data Protection Act 1998,

Stage 3: Review by the Chair of Governors

If you feel that your complaint has not been investigated appropriately then you should notify, in writing, the Clerk to the Governors at the Daventry University Technical College. This should be done within 10 working days of receiving your outcome letter.

The Clerk to the Governors will acknowledge receipt of your letter within 3 working days. The Chair of Governors will need to consider whether it is appropriate for him/herself to investigate the complaint or whether to convene a panel of 3 Governors who have not been involved previously. The Clerk to the Governors will inform you of the process, the timescales involved and the person who is progressing your investigation. This will either be the Chair of Governors or the Chair of the Governor panel.

If the Chair of Governors investigates the complaint:

- They will review the documentation from the initial investigation
- Invite you to meet with them to discuss your complaint and allow you to present any further evidence with 10 working days of receiving the complaint letter.
- Inform you their findings with an explanation within 20 working days of receiving your Complaint (in exceptional cases this may be longer).

In the event that a panel of Governors is convened to investigate the following procedure will be followed:

- The panel will meet within 20 working days of receiving your complaint. It will consist of 3 Governors who will be a cross-section of the Board of Governors but not the Principal or Chair of Governors. The panel will elect its own Chair.
- The Chair of Governors will write, at least 5 working days in advance, of the date, time and place of the panel meeting.
- You will be invited to the meeting and can be accompanied by a friend/advocate.
- The Principal or Chair of Governors will be asked to prepare a written response for the Panel in response to the complaint.
- You and other panel members will be sent all relevant documents in advance of the meeting by the Clerk to the Governors.
- You will be sent notification of the outcome of the panel meeting within 5 working days of the meeting.

The details of the meeting, minutes and records will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

The decision of the Chair of Governors or by the Governor's panel is final

Stage 4: Appeal to the Department for Education

An appeal can be made to the Secretary of State for Education if the Governors have acted unreasonably or failed to discharge its duties under the 1996 Education Act in following their complaints procedure.

IMPLEMENTATION

Parents will be made aware of the Daventry UTC complaints policy and will be able to download a copy from the website or request a copy from the Daventry University Technical College. A flow chart of the process is included at Appendix 2.

All members of the UTC staff will be aware of the complaints procedure and understand:

- The importance of attempting to resolve concerns before they become complaints.
- The importance of treating concerns and complaints respectfully and confidentially.
- The importance of keeping accurate and formal records.

MONITORING AND REVIEW

This policy will be monitored regularly to assess its implementation and effectiveness. The designated member of staff responsible will provide an annual report to the Governing Body and interim reports on request.

The policy will be reviewed by the Governing Body as per the published policy review cycle.

DAVENTRY UTC COMPLAINT FORM

Please complete and return to the PA to the Principal or the Clerk to Board of Governors, at Daventry UTC, who will acknowledge receipt and explain what action will be taken.

Your name:

Student's name:

Your relationship to the student:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

COMPLAINTS PROCEDURE FLOW CHART

