



# Manchester Young Lives

## School Complaints Procedure

Policy Reviewed	February 2018
Reviewed by	Central Office
Review Date	February 2019

# CONTENTS

<b>1</b>	Introduction
<b>2</b>	Practice and procedure

## 1. INTRODUCTION

Manchester Young Lives aim to provide high quality play, youth and education facilities for children and young people in our City. We are committed to delivering accessible services in an environment that promotes a sense of community and provides young people with experiences that assist them in making positive life choices

The policy at MYL is to treat all concerns and complaints seriously and confidentially, in accordance with the procedures detailed in this policy. This means that all correspondence, statements and records of complaints must be kept confidential as far as is reasonably practical.

## 2. PRACTICE AND PROCEDURE

This procedure is based on the model recommended by the Independent Schools Council and meets the requirements of The Education (Independent School Standards) Regulations 2003, the Children Act 2004.

### Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact the Centre Manager where son/daughter is registered. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Centre Manager cannot resolve the matter alone, it may be necessary for him/her to consult the Senior School Manager.
- Complaints made directly to a Senior School Manager will usually be referred to the relevant Centre Manager unless it is deemed appropriate for the Senior School Manager to deal with the matter personally.
- The Centre Manager will make a written record of all concerns and complaints and the date on which they were received.
- Should the matter not be resolved within 3 days or in the event that the Centre Manager and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

### Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Senior School Manager
- The Senior School Manager will decide, after considering the complaint, the appropriate course of action to take.

- In most cases, the Senior School Manager will meet or speak to the parents concerned, normally within 2 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Senior School Manager to carry out further investigations.
- The Senior School Manager will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Senior School Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. (Normally within 5 days of receiving the complaint) The Senior School Manager will also give reasons for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution); they will be referred to MYL CEO, who has been appointed by the Board of Trustees to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school.
- Each of the Panel members will be appointed by CEO, on behalf of the Board of Trustees, who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Panel deems it necessary; it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out and whether to adjust the meeting and/or reschedule a further meeting. Further meetings should be avoided where possible so as not to delay or prolong the process unnecessarily.

- After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing.
- The Panel will provide (sent by electronic mail or otherwise) details of any findings and recommendations to the complainant and where relevant, the person complained about; informing them of its decision and the reasons for it. [The decision of the Panel will be final.]
- Findings and recommendations made by the panel will be retained and available for inspection on the school premises by the Board of Trustees.
- All correspondence, statements and records relating to individual complaints are to be kept confidential except where disclosure is required for MYL to comply with a statutory request.