

Complaints and Allegations - Policy and Procedures

Reviewed: July 2024

Next Review: July 2025

Policy:

It is important to Isle Study Centre when providing support that a high level of service is given to all stakeholders. Those who feel they have not received satisfactory services are encouraged to tell us.

- This policy will help to maintain high standards and identify where improvements can be made. We therefore require every individual to raise any concerns that they may have about the conduct of others in the company or the way in which the company is run to ensure the issue is dealt with appropriately and effectively.
- Isle Study Centre is a small provision with excellent communication levels and the ability to resolve problems or concerns quickly and efficiently to diffuse any situation which might escalate.
- This policy sets out the way in which you may raise a complaint and how that complaint will be dealt with.

Background:

Student and Parent/Carer evaluations are undertaken once the student has settled into the placement and this process is repeated every term. The results of these questionnaires inform improved practice at the centre. We ensure that:

- Concerns, complaints or allegations are treated as a clear expression of dissatisfaction with our service which calls for immediate response.
- Concerns and complaints are responded to promptly, politely and when appropriate, confidentially.
- We respond in the right way, for example, with an explanation or an apology where mistakes have been made or by supporting the stages in our Complaints and Allegation Policy.
- We learn from complaints in order to improve service and inform the policy annually.
- Any complaint or allegation is treated seriously and a thorough investigation is carried out.

Procedure:

Complaints about Isle Study Centre should be made via email and be sent to Dee Malam. If the query relates to a staff member, the complaint should be made to Dee Malam and then a meeting will be arranged to communicate to the staff member.

All responses to complaints will be handled in a polite and professional manner and delivered with the correct tone and language.

Any member of the Isle Study Centre responding to complaints is not expected to listen to abuse or to respond in kind. It is never acceptable for a stakeholder or a staff member to feel uncomfortable at any point when dealing with a complaint.

Informal Policy:

Most concerns will be raised informally as we have an open door policy and these will be dealt with quickly in order to find a solution. If concerns cannot be resolved and the complainant is not satisfied then the formal complaints procedure should be followed.

The aim of our informal policy is to:

1. Resolve informal concerns quickly by giving the complainant a fair chance to state their case and state what they think would resolve the issue and where practicable put these measures in place.
2. Enable mediation between the complainant and the individual to whom the complaint has been referred to seek resolution and if it cannot be found explain the next stages of the complaint's procedure.

Formal Procedure and Resolution Process:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. The formal policy is used only if an informal approach cannot resolve the matter.

1. Isle Study Centre will acknowledge receipt of the complaint within 2 working days.
2. Complaints pertaining to a child protection concern, safeguarding or duty of care issue will be referred using the Safeguarding Policy and in conjunction with our Designated Safeguarding Lead.
3. Isle Study Centre will record the complaint using the Complaints Form and log it on a central register within one day of receiving the complaint.
4. Isle Study Centre will send an account of the complaint via email for the complainant's records, with details of what action will be taken next within 5 working

days of the discussion.

5. An investigation will take place to resolve the complaint as quickly as possible. This may involve talking to other colleagues and students mentioned in the complaint. Isle Study Centre will examine the available information.
6. Isle Study Centre will confirm its final position on the complaint to the complainant and explain the reasons for reaching the final decision. Along with any solutions which have been approved. This will be completed within 5 days of completing the investigation. The depth of investigation into a complaint, and response made to it, will be dependent upon the severity of the complaint and the number of people involved.
7. If not resolved, the complainant is invited to attend a Panel Meeting with representatives from Isle Study Centre and an Independent Member to meet face to face, discuss the complaint in more detail and find resolution. This meeting will be held within 14 days.
8. Appeals against the complaint should be made to the Dee Malam in writing. The arrangements for making an appeal will be provided at the time of the resolution. Appeals will be treated as a new complaint and will be linked to the previous complaint.
9. All complaints, if any, will be reviewed on a regular basis by Dee Malam.
10. The second stage of our formal complaints' procedure will take place should the matter not be resolved at Stage 1. The second stage of our complaint's procedure is the holding of a Panel Meeting. The complainant is invited to attend a Panel Meeting with representatives from Isle Study Centre and an Independent Member in order to meet face to face, discuss the complaint in more detail and find resolution. We aim to hold this meeting within 14 days from the complaint reaching stage 2.

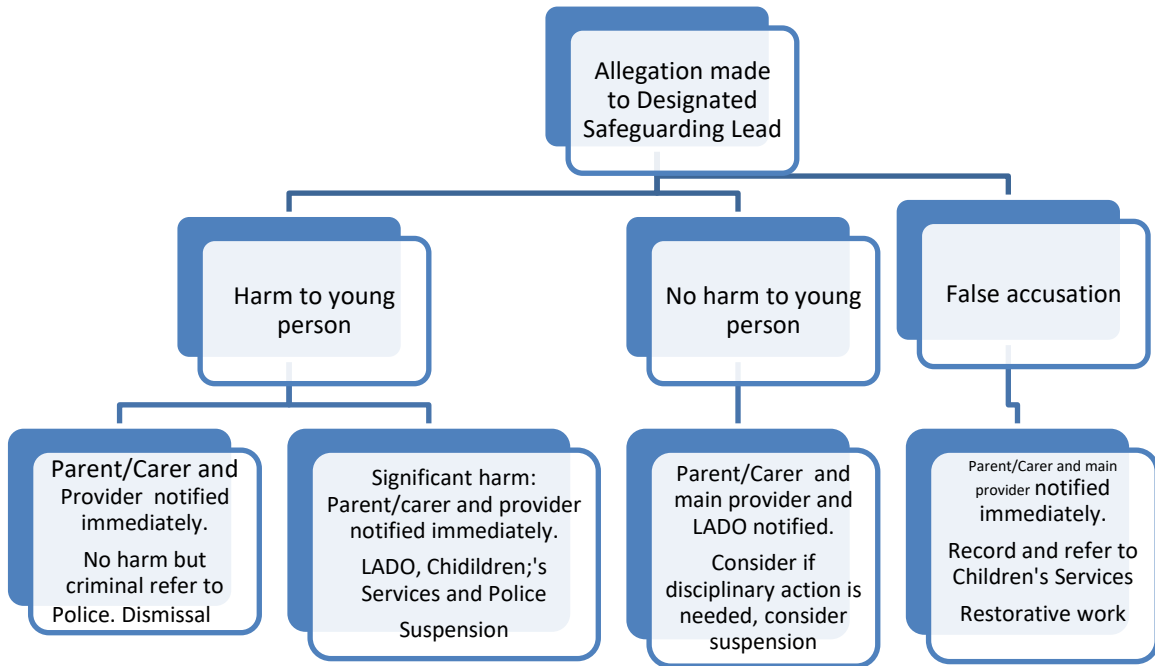
Allegations Procedure:

Isle Study Centre has a strict code of conduct where allegations are concerned.

1. If an allegation is made towards a member of staff this is taken extremely seriously and action will be taken immediately by Dee Malam, the Designated Safeguarding Lead. Having an allegation made against you is not a pleasant experience and so the member of staff will be fully supported at this point.
2. The relevant LADO and Children's Services will be informed within 24 hours if a member of staff has caused harm to a young person.
3. Parents/carers and main provider will be notified.
4. Should the allegation result in harm to a young person: the member of staff will be immediately suspended, and the police will be called.
5. Where there is no harm to the young person the Designated Safeguarding Lead will determine whether disciplinary action/suspension is required.

6. Should the accusation be found to be false the young person will be referred to the Local Authority and a review will take place to identify whether the centre is meeting the needs of the student and if so, restorative work will take place.
7. If the allegation is brought against the Business Owner, our DSL: our Critical Friend (Ms Cath Jackson) and Panel Member (Lisa Putnam) would be instructed to act impartially during the course of the process to carry out independent investigations.

Allegation Procedure for Members of Staff



Allegation procedure against business owner:

