



# COMPLAINTS PROCEDURE

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*"Innovate Dorset aims to provide excellent services to all our clients, but occasionally things go wrong. Complaints help us to put things right and make sure the same mistake does not happen again. We welcome our clients' and Mentees' views and will use them to improve our services."*

## Complaint procedures

All complaints will be recorded and held on file.

**Students:** it is an obligation to follow up pupil complaints and to investigate specific allegations where they have been made. It is a necessity to keep a written record of questions asked and procedures followed when looking into a complaint. Any formal complaint relating to Innovate Dorset Ltd should be addressed to the company director, either in writing or in person.

**Staff:** these complaints may concern the specific behavior of a pupil or pupils or could be related to unprofessional conduct by colleagues. Once again there is a duty for all matters to be fully investigated and recorded. Staff contracts include a grievance procedure. Where a member of staff feels aggrieved with a senior management decision, he/she is encouraged to talk to a staff representative.

**Parents:** Innovate Dorset Ltd prides itself on the quality of the delivery and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by Innovate Dorset Ltd in accordance with the following procedure.

## Procedure

### 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 a staff member. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the staff member cannot resolve the matter alone, it may be necessary for them to consult a member of SLT (Senior Leadership Team). The SLT member will then conduct a review of the informal complaint. A copy of the complaint form can be found in appendix 2. Or made via the company website - [www.innovatedorset.co.uk/complaint](http://www.innovatedorset.co.uk/complaint)

Staff 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 three weeks or in the event that staff member 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. Please see the investigation template in appendix 3.

### Stage 2 - formal resolution

If the complaint cannot be resolved on an informal basis, then the parents/school should put their complaint in writing to the company director. The company director, after considering the complaint, the appropriate course of action to take.

In most cases, the company director will meet the parents concerned, normally within four 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 company director to carry out further investigations.

The company director will keep written records of all meetings and interviews held in relation to the complaint.

Once the company director 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.

The company director will also give reasons for his decision. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records will be kept confidential.

### Record-keeping

All complaints will be recorded in a locked file in the company director's office. The date of the complaint, name of the complainant, nature of the complaint, and actions taken should be recorded within such a file. All correspondence, statements, and records relating to individual complaints are kept confidential.

Appendix 1a – Complaints Procedures





## Appendix 2 – Complaint Form (paper)

Your Name:	Young Person Name:
Relationship to Young Person:	Young Person Date of Birth:
Address and Post Code:	Daytime Number:
	Evening Number:
Full details of the complaint (including the names of all persons involved and the dates of incidents referred to):	
What action, if any, have you already taken to try and resolve your complaint (for example, 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:
Office use	
Date of acknowledgment sent:	
Name of person complaint referred to:	
Signature:	Date:

Appendix 3 - Investigation Report (paper form)



Department:	Mentoring/Tutoring/Exam Centre/XLR8/Admin/Staff/Management/Other
Concern Raised:	
Employee Involved	
Name of the complainant (if appropriate)	
Investigator(s)	
Background	
Remit of the Investigation	
Witnesses	
Findings	
Conclusions	

## Control Sheet

Version number	2
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Status	Approved

Signed on behalf of Innovate Dorset Ltd

Sign:  Date: 01/09/2023