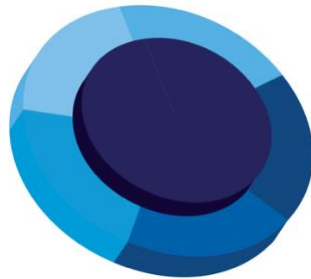


# Harpurhey Alternative Provision School



## Complaints Procedure for Students, Parents/Carers and Referrers at HAPS

<b>Document Control</b>	
<b>Document Title: Complaints Procedure for Students, Parents/Carers and Referrers at HAPS</b>	
<b>Author: Colin Bell</b>	<b>Document Status: Published Adopted By Interim Governing body</b>
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## Complaints Procedure for Students, Parents/Carers and Referrers at HAPS

As outlined in paragraph 7 of the Schedule to The Education (Independent Schools Standards) Regulations 2014

HAPS feel that our students and their parents/carers and referrers have the right to receive a high standard of service. The Complaints Procedure is in operation to enable our service users to be listened to and to ensure that any complaints are dealt with fairly, quickly and confidentially.

For further details about confidentiality contact the Head Headteacher who will talk you through the appropriate policy. A copy of the Confidentiality Policy can be made available for inspection on request.

We view complaints positively as they give us the opportunity to improve the quality of our services. Many complaints can be resolved before they reach the formal stage. If this is not possible, it is important that fair, accessible action is taken.

You may wish for a staff member or another organisation to support you in your complaint.

An **informal** complaint would be delivered verbally to your HAPS teacher, key worker or Head teacher. This complaint would be listened to and addressed by talking to relevant people and producing a solution which is agreeable by all parties (where possible). HAPS staff will seek to resolve an informal complaint quickly and where possible, this will take place on the same day that the complaint is raised.

A **formal** complaint would be in writing, addressed to the most appropriate person/s. Be as detailed as possible about the complaint, giving dates/times of incident, any other persons involved and how you would like to see this complaint being resolved. These issues will be investigated in full and responded to in writing outlining our response to the complaint within 3 working days of receiving the complaint.

If you have completed this procedure, but believe your complaint has still not been dealt with, your complaint can be reviewed by a Panel, appointed by the Chair of the Governors, who have not been directly involved in the matters detailed in the complaint and containing at least one member who is independent of the management and running of HAPS.

If your complaint is against the Headteacher, this should be sent to the Chair of Governors, who will take the necessary steps to attempt resolution. The Chair of Governors can be contacted directly with contact details available from the school.

The management arrangements at the school are not the same as in a mainstream school. In the event that your complaint cannot be resolved to your satisfaction at HAPS, referring the matter to the commissioning school would be the best course of action.

## **Panel Procedures**

Parents would be welcome to attend the Panel Hearing(s), arranged at a time suitable for them to attend. The Panel Hearing should take place as soon as possible after it is requested and must be within 14 days. Parents may be accompanied if they wish.

The Panel is expected to make findings and recommendations available within 5 working days. Copies of these written findings and recommendations will be sent by electronic mail or otherwise given to the complainant and where relevant, the person complained about. They will also be available for inspection on the school premises by the Chair of Governors and the Head teacher.

## **Records**

Written records of all formal complaints, responses, meetings, and action taken regardless of whether they are upheld or resolved at the formal stage or proceed to a Panel Hearing, will be kept by HAPS. Documents will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

A further record of the number of 'formal complaints' received in the preceding school year will be available on request.

Further support and advice is also available from:

### **Citizens Advice Bureau**

Manchester Citizens Advice Bureaux Service,  
251 Charlestown Road,  
Manchester.  
M9 7BD