

Complaints Procedure

Introduction

Study Write aims to provide tuition to its students in a way that fully supports and develops individuals to enable them to achieve their full potential. From time to time, parents or students may have concerns relating to their time with Study Write.

Study Write is fully committed to responding to concerns and complaints as quickly and sensitively as possible, and this procedure aims to provide a framework in which both parties can work within.

A concern is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”. The centre will resolve concerns through day-to-day communication as far as possible.

A complaint is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”

The centre intends to resolve complaints informally where possible, at the earliest possible stage. There may be occasions when complainants would like to raise their concerns formally.

A complaint can be submitted by telephone to Mrs Queenan or via email to learn@studywrite.co.uk

Our Study Write centre(s) aims to meet its statutory obligations when responding to complaints from parents of pupils at the centre, and others.

Guiding Principles

- Study Write would prefer that a concern is raised promptly and informally with the relevant tutor, as this will often lead to a quick resolution of a problem and will prevent the concern from becoming a more serious complaint.
- Parents and students will suffer no detriment as a result of raising a formal complaint.
- All complaints will be resolved as quickly as practicable and will be investigated thoroughly.

When responding to complaints,

We aim to: Be impartial and non-adversarial, facilitate a full and fair investigation by an independent person or panel and where necessary address all the points at issue and provide an effective and prompt response, with respect for the complainant’s desire for confidentiality and to treat any complainant with respect and courtesy.

We will ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law. We will keep complainants informed of the progress of the complaints process. We will consider how the complaint can feed into school improvement evaluation processes and we will try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed and external advice will be sought through networks of Headteachers, advisors and senior colleagues.

The centre will aim to give the complainant the opportunity to complete the complaints procedure in full.

To support this, we will ensure we publicise the existence of this policy and make it available on the centre website.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

In the first instance when a complaint is received the protocol is to ask the complainant to put the complaint in writing. We then approach the Centre or staff involved and ask them for their version of events. An individual will be appointed to look into the complaint and establish the facts – in the first instance it would be Mrs Queenan. If the complaint is made against Mrs Queenan, then Mr Harper will investigate the complaint and likewise vice a versa, if the complaint is made against both of them then Mrs Rawsthorne will handle it with the support from other teachers within the organisation.

Where an oral complaint is made the person receiving the complaint will:

identify himself/herself, listen, record details and determine what the complainant wants.

confirm the details received.

explain the complaints resolution procedure and advise of alternative courses of action.

resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame; and

follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken to resolve the complaint.

Where a written complaint is made we will:

provide the complainant with written feedback within ten (10) days of receiving the complaint regarding the result of action taken by the Member to resolve the complaint; and

if it is not possible to resolve the complaint within ten (10) days, provide written acknowledgement of receipt of the complaint within seven (7) days and specify the time frame within which the complainant will receive feedback regarding the result of action taken to resolve the complaint.

The centre will keep a record of any complaint and make this available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that Study Write is not meeting its Ofsted obligations - by calling 0300 123 4234 or 0300 123 4666, or by emailing enquiries@ofsted.gov.uk.

The centre will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

Most complaints raised will be valid, and therefore we will treat them seriously.

However, a complaint may become unreasonable if the person: Has made the same complaint before, and it has already been resolved by following the centre's complaints procedure makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive knowingly provides false information Insists on pursuing a complaint that is unfounded, or out of scope of the complaint's procedure.

Steps we will take:

We will take every reasonable step to address the complainant's concerns and give them a clear statement of our position and their options.

We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals.

We will follow our complaints procedure as normal (as outlined above) wherever possible. If the complainant continues to contact the centre in a disruptive way, we may put communications strategies in place.

The lead teachers will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. The admin manager – Mrs Stackhouse will track the number and nature of complaints and review any underlying issues. The complaints records are logged and managed by the admin manager. This policy will be reviewed by the lead teacher every 3 years.

September 2020.



Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Ofsted Contact Details.

Telephone T 0300 123 1231

enquiries@ofsted.gov.uk

www.gov.uk/ofsted