

Navigators

Complaints Policy & Procedures



Navigators

Learning, Developing, Enjoying

Date: September 2021

Review Date: September 2022

STATEMENT OF INTENT

This Complaints Policy applies to a complaint or complaints against Navigators that a pupil or a parent of a pupil has sustained injustice in consequence of an act or omission of the Management Committee of the

school or an exercise of, or failure to exercise a prescribed function of the Proprietor of the school.

It does not apply to a decision about admissions to the school, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal. An act is to be treated as an act of the Management Committee of the school where a person acts on behalf of the Management Committee or is a person to whom the Management Committee has delegated any functions.

An act is also to be treated as an act of the Management Committee if the Management Committee exercises a function by arrangement with another person, and the act is done by or on behalf of the other person carrying out the arrangement. The school and Management Committee aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies:

This Complaints Policy should be read in conjunction with all other school policies in force at the relevant time where an act may have been deemed an injustice relating to any such policy or practices.

How to make a complaint:

Initially, parents/carers should seek to discuss all issues with their child's mentor.

If this is not resolved they should put the complaint in writing to the Proprietor (address on Navigators website) The complainant should receive a written response within 5 school days.

If this is still not resolved they should put the complaint in writing to the Management Committee (address on navigators website - send a copy to the Local Authority) who will arrange a panel meeting. The complainant should receive a written response within 20 school days, unless in more complex cases where the complainant will receive a more realistic deadline.

Roles and responsibilities:

Mentor or 1-1 Manager:

The relevant mentor or 1-1 manager should attempt to resolve all complaints by parents or pupils involving the education and well-being of pupils in school.

Proprietor:

If the relevant class teacher is unable to resolve the complaint, it should be put in writing to the Proprietor. If the complaint is about a member of school staff, this should be dealt with by the Proprietor.

Management Committee:

If the Proprietor is unable to resolve the matter, or the complaint is about the Proprietor, the complaint will pass to the Management Committee and the final stage in the process is for the Management Committee to investigate the complaint at a panel hearing. The Management Committee will request an independent local authority representative or partner school member to sit on the panel. The parent may attend the panel meeting with a representative.

Findings and recommendations:

The minutes from the panel hearing, including findings and recommendations should be made available to the complainant and, where relevant, the person complained about.

The report should be made available for inspection by the proprietor and leadership team.

All reports should be filed and kept confidential unless requested under a section 109 inspection.

Arrangements for monitoring and evaluation:

This policy and the associated procedures will be reviewed by the Management Committee on an annual basis.