

Sallygate School

Children's Representation and Complaints Procedure

Date Agreed: September 2016

Date of next Review: September 2017

Headteacher signature:

Management Committee Chair signature:

All staff must have access to this policy, and sign and confirm that they have read, understood and will adhere to its contents.

1. Introduction

1.1 The following procedure acknowledges the principles of The Children Act 1989, The Representations Procedure (Children) Regulations 1991 (RO(C)R) and Child Protection Procedures and is not intended to duplicate or replace the 'responsibilities' or functions exercised by Local Authorities in relation to the children/young people placed at Sallygate Any such action by the placing authority, in relation to their jurisdiction under the Children Act 1989, (RO(C)R) and Child Protection Procedures **will always take precedence** to any action taken or that may be taken by Sallygate.

1.2 As mentioned previously, Sallygate has used the principles of the Children Act 1989 and (RO(C)R) in formulating its own procedures for the following persons:

- i) Any child/young person who is placed with Sallygate.
- ii) A parent of any such child
- iii) Any person who is not a parent but has parental responsibility
- iv) Staff at Sallygate.
- v) Being any person considered to have a sufficient interest in the child/young person's welfare to justify their representation considered.
- vi) External complainant (e.g. local shopkeepers, neighbours, police etc...)

2. Procedures:

2.1 Sallygate will supply complainants with a copy of the relevant procedures and complaints forms and either offer assistance, guidance or advice (or where it may be obtained).

2.2 It is Sallygate's aim that any representation or complaint should be resolved as near to the point at which it arose as possible. Efforts to resolve matter will include actions discussions and reconsideration, as well as explanations of decisions made and taken.

2.3 In all instances, Sallygate will record in writing all representations and complaints received. If oral representation is made, Sallygate will immediately record this in writing, giving opportunity for the complainant to comment on the accuracy of the text. Consideration will be given to any comments received and amendments will be made where appropriate.

- 2.4 If a complaint or representation is made by a person falling within 1.2(v) above, due consideration will be given as to whether the person has sufficient interest in the subject's welfare. Sallygate' procedure will alter only if it is considered that the person does not have sufficient interest, whereby they will be notified in writing stating that no further action will be taken. If there is a delay due to consideration being given as to whether or not there is 'sufficient interest' the date on which the decision was made, will be deemed as the date the complaint or representation was received.
- 2.5 Upon receipt of representation or complaint, Sallygate the headteacher will formulate a response within 28 days of receipt of it.
- 2.6 Within the 28 day period, Sallygate will give notice of the proposed result of 'consideration' to:
- i. the complainant;
 - ii. if different, the person on whose behalf the representation/complaints were made (unless considered he/she is not of sufficient understanding, or it would be likely to cause serious harm to his/her health/emotional condition);
 - iii. The independent person;
 - iv. any other person Sallygate considers as having sufficient interest.
- 2.7 The Internal complainant will be informed of his/her right to have the matter referred to a school proprietor if he/she is dissatisfied with the proposed result and will be advised that he/she has 28 days in which to do so. The complainant will further be advised that he/she may be accompanied at the meeting by another person who may also speak on their behalf.
- 2.8 Within 24 hours of the meeting, the proprietor will decide on its recommendations and record them, together with reasons in writing. Notice of the recommendation will be given to all relevant parties.
- 2.8 The complainant may wish to make a complaint to the Chair of the School management Committee if they are not satisfied with the result, which the staff will give them the details of how to contact them.

Sallygate School Children's Complaints Procedures

If you have a complaint about any member of staff within Sallygate School or you are not happy about something in the school or the way the school is managed please inform the headteacher by either making an appointment, by phone or in writing to:

Name: Ms Soo Finn

School Address: Sallygate School
Buckland House
Crabble Hill
Dove Kent
CT17 0RX

School Number: 01304 212510

If you are not happy with the outcome, or have a complaint to make about the Headteacher or the School Operations Manager, then please contact the School Proprietor by either making an appointment, by phone or in writing to:

Name: Mr Ross Barnett

Address: Channels and Choices
45a London Road
River
Dover Kent
CT17 0SG

Contact Number: 01304 361888

If you are not happy with this outcome, please contact the Chair of the Sallygate School management Committee in writing to:

Name: Mrs. Deborah Bridger

Address: c/o Sallygate School
Buckland House
Crabble Hill
Dove Kent
CT17 0RX