

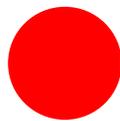
# The Serendipity Centre Ltd



*every child deserves a chance*

*The past is something that's gone forever  
The future is something we will work on together*

## **COMPLAINTS POLICY V3**



September 2018

## Version History

Version Information Version No.	Updated By	Updated On	Description of Changes
1.0	Sue Tinson, Managing Director and Responsible Individual	April 2015	New policy
2.0	Sue Tinson, Managing Director and Responsible Individual	May 2016	Policy updated
3.0	Megan Smith, Compliance Lead	September 2018	Structural amendments

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## 1. Introduction

1.0.1 The Serendipity Centre Ltd (TSCL) seeks to maintain good relations between parents, carers, young people and staff, therefore by “listening”, we will ensure that parents, carers, young people and staff feel confident to raise issues and concerns as appropriate.

## 2. Principles

2.0.1 TSCL seeks to “listen” and will try to resolve concerns as informally and quickly as possible and will always make clear what action, if any, has been taken.

2.0.2 We preclude any person who is the subject of a complaint from taking any responsibility for the consideration or response to that complaint.

2.0.3 We do not allow any reprisals against a young person or others making a complaint.

## 3. Procedure (what to do if you have a complaint)

### 3.1 Stage 1 – Informal stage

3.1.1 We take any concern raised with us seriously and are striving to provide the best service for the young people we care for. If you feel we have not met your expectations or you have any concerns regarding any of the services TSCL provide please do not hesitate to raise it with us immediately. You can talk to the Head Teacher Dr Michèle Aldridge, regarding any educational

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issues; the Director of Care, Carmen Haverly, regarding any care issues; the Director of Wellbeing, Emma Cooper, regarding any issues involving safeguarding; and finally the Managing Director and Responsible Individual, Sue Tinson, for any other matters.

3.1.2 Dr Michèle Aldridge, Head Teacher  
07824 568191  
[Michele.aldridge@serendipity-education.com](mailto:Michele.aldridge@serendipity-education.com)

3.1.3 Carmen Haverly, Director of Care  
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[carmen.haverly@serendipity-education.com](mailto:carmen.haverly@serendipity-education.com)

3.1.4 Emma Cooper, Director of Wellbeing and Designated Safeguarding Lead  
07776 684178  
[emma.cooper@serendipity-education.com](mailto:emma.cooper@serendipity-education.com)

3.1.5 Sue Tinson, Managing Director and Responsible Individual  
07788250706  
[Sue.tinson@serendipity-education.com](mailto:Sue.tinson@serendipity-education.com)

3.1.6 Alternatively you can contact any member of staff on (023) 8042 2255 and chose the appropriate option using the automated service, i.e. option 1 for safeguarding and referrals, option 2 for care, option 3 for education, option 4 for human resources, option 5 for finance, and 6 for general enquiries.

3.1.7 We will listen to you, take your concerns seriously, and endeavour to resolve any issues within 5 working days. If, for any reason, this process takes longer to resolve you will be kept informed via your preferred method of communication.

## 3.2 Stage 2 – Formal stage

3.2.1 If, after stage 1, you do not feel that your concerns have been adequately addressed, progression to stage 2 should occur. We would request that you send a formal complaint in writing to us for us to investigate. In your letter we would ask that you state what your concerns are; what, if anything, has been done about those concerns; what you feel should have been done and where you feel we have not met your expectations. Please can you address this complaint to:  
The Head of Human Resources (HR)  
The Serendipity Centre Ltd, 1<sup>st</sup> Floor Goodlands House, St Lukes Close, Hedge End, Southampton, SO30 2US.

3.2.2 Following receipt of the complaint letter we will assign a senior team leader ('investigating officer') to investigate your concerns raised.

3.2.3 The investigating officer will establish all the relevant fact through communicating with relevant young people, staff and the wider network. 3.2.4 Once the investigating officer is satisfied they have all the relevant information and are able to draw conclusions they will provide a written response to your formal letter.

3.2.4 It is anticipated that this process will take a maximum of 10 working days from receipt of the complaint letter. You will be contacted by letter with details of our findings. You will be welcome to meet with the investigating officer, and any other relevant TSCL staff, if you feel this would be helpful.

## 3.3 Stage 3 – Independent panel

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3.3.1 If the complaint is of a serious nature, cannot be resolved at stage 2 or you are not happy with the response to your written complaint, you can request an independent panel to listen to your complaint. In this case, you should inform HR that this is what you would like to do. 3.3.2 The Managing Director and Responsible Individual will appoint a panel of three people, at least one of whom will be independent of the company. None of the panel members will have been involved in the first or second stage of the complaint.

3.3.2 A panel member will confirm in writing a date, time and place for the independent panel hearing. The hearing will take place within 10 working days of your request for an independent panel. You are not obliged to attend the meeting, however if you choose to you may bring a friend or representative with you.

3.3.3 The panel will listen to your complaint. You will have the chance to talk to the panel about the complaint as will the Managing Director and Responsible Individual. The panel will listen to all the evidence and then decide upon a course of action. The panel may need some time to consider their decision. If the panel cannot make an immediate decision you will be contacted within five working days with the outcome. Both you and the Managing Director and Responsible Individual will be sent a written copy of the independent panel's findings and recommendations. The Managing Director will act on the panel's recommendations to resolve your complaint.

3.3.4 All of the above is shown in '[Appendix 1: Procedure flowchart](#)'.

## 4. Timescales

4.0.1 Where it is not possible to respond to a complaint within the above stated timescales, you will be informed in writing of the reasons for the delay and be given an anticipated response date.

## 5. Monitoring of complaints

5.0.1 We are required to keep a written record of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing. All correspondence, statements and records of complaints are kept completely confidential.

5.0.2 We are obliged to publish information about the number of complaints registered under the formal procedure every year. If asked, we are required, by law, to give details of complaints to the Secretary of State, or government inspectors conducting an inspection on any service TSCL offer.

## 6. Reporting and recording

6.0.1 In order to ensure that it reflects current best practice, this policy will be reviewed every year by the Senior Leadership Team. If any deficiencies are identified in either the policy or the procedures then they will be remedied immediately.

6.0.2 The Managing Director and Responsible Individual will assess the progress of the policy and will decide on any changes in conjunction with the appropriate staff.

Signed:



Sue Tinson, Managing Director and Responsible Individual

September 2018

## Appendix 1: Procedure flowchart

