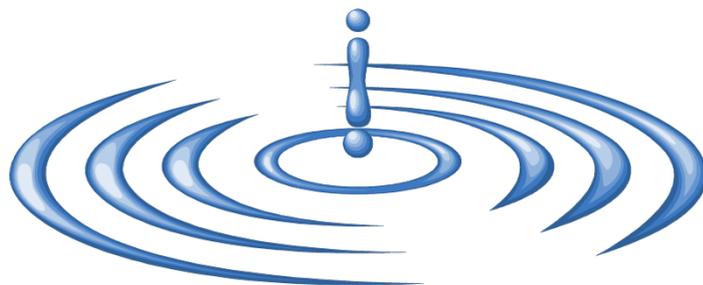


The Serendipity School



every child deserves a chance

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

COMPLAINTS POLICY



April 2015

distribution
UNRESTRICTED

Introduction

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.

Principles

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.

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

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

Procedure - what to do if you have a complaint

Stage 1 - Informal Stage

If you have any concerns regarding any of the services The Serendipity Centre Ltd provide please do not hesitate to raise it with us immediately. You can talk to the Head Teacher Dr Michèle Aldridge, regarding any educational issues, Sue Vaughan regarding any care issues and finally Dr Tanya Griffiths regarding any issues with a young person’s therapy. You can contact any member of staff on (023) 8042 2255 and chose the appropriate option using the automated service. We will listen to you, take your concerns seriously, and endeavour to resolve any issues as soon as possible.

Stage 2 - Formal Stage

If you are not happy with our response to your concerns you should make a formal complaint in writing, setting out the facts and stating what it is that you consider should have been done, or where you feel we have not met reasonable expectations. Please address your complaint to the Director and send it to The Serendipity Centre Ltd, 1st Floor Goodlands House, St Lukes Close, Hedge End, Southampton, SO30 2US. The complaint will be fully investigated and once all the relevant facts have been established, a decision will be made and you will be contacted in writing, within 5 working days.

Stage 3 – Independent Panel

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 the Director that this is what you would like to do. The Director 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.

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.

The panel will listen to your complaint. You will have the chance to talk to the panel about the complaint as will the Director. 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 Director will be sent a written copy of the independent panel's findings and recommendations. The Director will act on the panel's recommendations to resolve your complaint.

All of the above is shown in the flow chart (Figure 1) overleaf.

Timescales

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.

Monitoring of complaints

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.

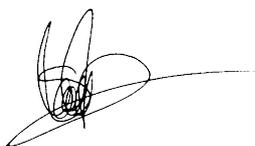
We are obliged to publish information about the number of complaints registered under the formal procedure every year. If asked, we are required, by law, to give details of complaints to the Secretary of State, or government inspectors conducting an inspection on any service TSCL offer.

Reporting and Recording

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.

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

Signed:



April 2015

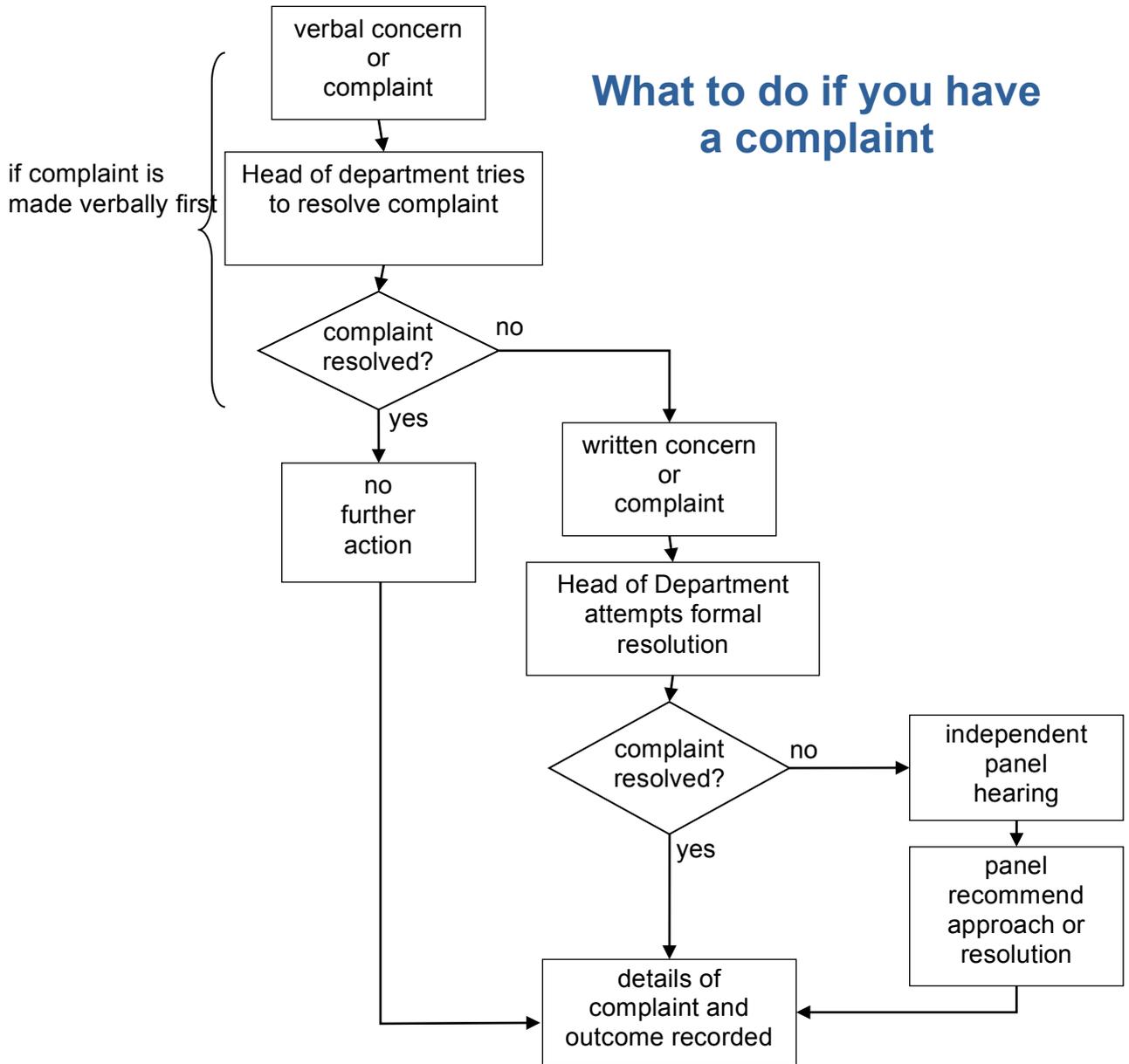


Fig. 1 Procedure for dealing with complaints

The Serendipity School
