



Cloud Hub

Complaints Policy

Policy Document Title	Complaints Policy
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Head of Provision	Kirsty Woolridge

Statement of Intent

Cloud Hub prides itself on the quality of teaching and safe, nurturing environment that it provides for its learners. However, we do acknowledge that occasionally a parent, carer or guardian may have a concern or complaint that they wish to make and, of course, this will be dealt with thoroughly and in a timely and professional manner. We use this document to set out how we will do this.

This policy;

- Provides a named contact to receive and manage the concern or complaint.
- Explains how you contact Cloud Hub, to raise a concern or complaint.
- Describes the process we will follow and outline the time scales we will adhere to.
- Informs how we will document and retain evidence.
- Provides template documents, for ease of tracking and passage of information.
- Considers circumstances where this procedure will/will not apply.

Contacts

Kirsty Woolridge (Head of Provision and Designated Safeguarding Officer) is your initial point of contact.

If a meeting is required, all complainants have the right to be accompanied and, if this is a learner, they must be accompanied by a parent/responsible adult.

Contacting Cloud Hub to raise a Concern or Complaint

You can contact Kirsty by;

- Telephone: **07706862061**
- Email: **cloudhubap@outlook.com**
- Post or hand deliver your concern or complaint in writing to **Cloud Hub, Cheddleton Community Centre, Hollow Lane, Cheddleton, Leek ST13 7LF**

Managing Concerns and/or Complaints

We recognise that most concerns or complaints can be resolved quickly and informally, and we encourage an initial discussion, with the Head of Provision, in the first instance.

Where possible, all concerns or complaints will be investigated and responded to within one working day. However, we acknowledge that this may not be always possible, especially in complex cases, and, in this instance, we will ensure an update is made within one working day and will outline the processes and expected timescales, at that point.

If you are unhappy/disagree with the initial investigation, you may escalate your complaint to formal, in writing, to be reviewed by the Head of Provision plus an independent person as applicable.

When reviewing a formal complaint, we aim to investigate and respond within 15 working days where possible. If a complaint is against a member of staff, the nature of the complaint will be considered and, if upheld, appropriate action will be taken, as per our disciplinary procedures.

You may be asked to attend a meeting to discuss your complaint during this period. We will always ensure that any meeting is not an intimidating process and maintain an atmosphere of support, understanding and reconciliation throughout. You are entitled to be accompanied to this meeting with a person you choose.

We will retain detailed records of meetings, telephone conversations, witness statements and any other documentation pertinent to the complaint's procedure. These will be kept confidential; however, they will be kept at Cloud Hub and will be made available to the Head of Provision, Secretary of State and Ofsted as required.

The Head of Provision and an independent person will investigate fully and communicate findings and/or resolutions verbally and, also, in writing. The written response will include a full explanation of the decision and the reasons for it. Where appropriate, it will include what action will be taken to resolve the complaint.

We are aware that in some cases, despite our best efforts, a complainant may disagree with the decision reached. If this is the case, we will review the individual circumstances and direct them to the next relevant body to escalate their complaint. This may be the referring School, the Local Authority placing the learner or the Secretary of State for Education.

Please see Appendix 1 flow chart of complaints procedure

Documentation and Retention of Evidence

We will document every step of the complaints procedure. In order to maintain a consistent approach to complaint handling, we will use template documents. Listed below are the template documents we use at Cloud Hub and ***copies of these are found in Appendix 2.***

1. Formal Complaint Form
2. Complaint Tracking
3. Witness Statement

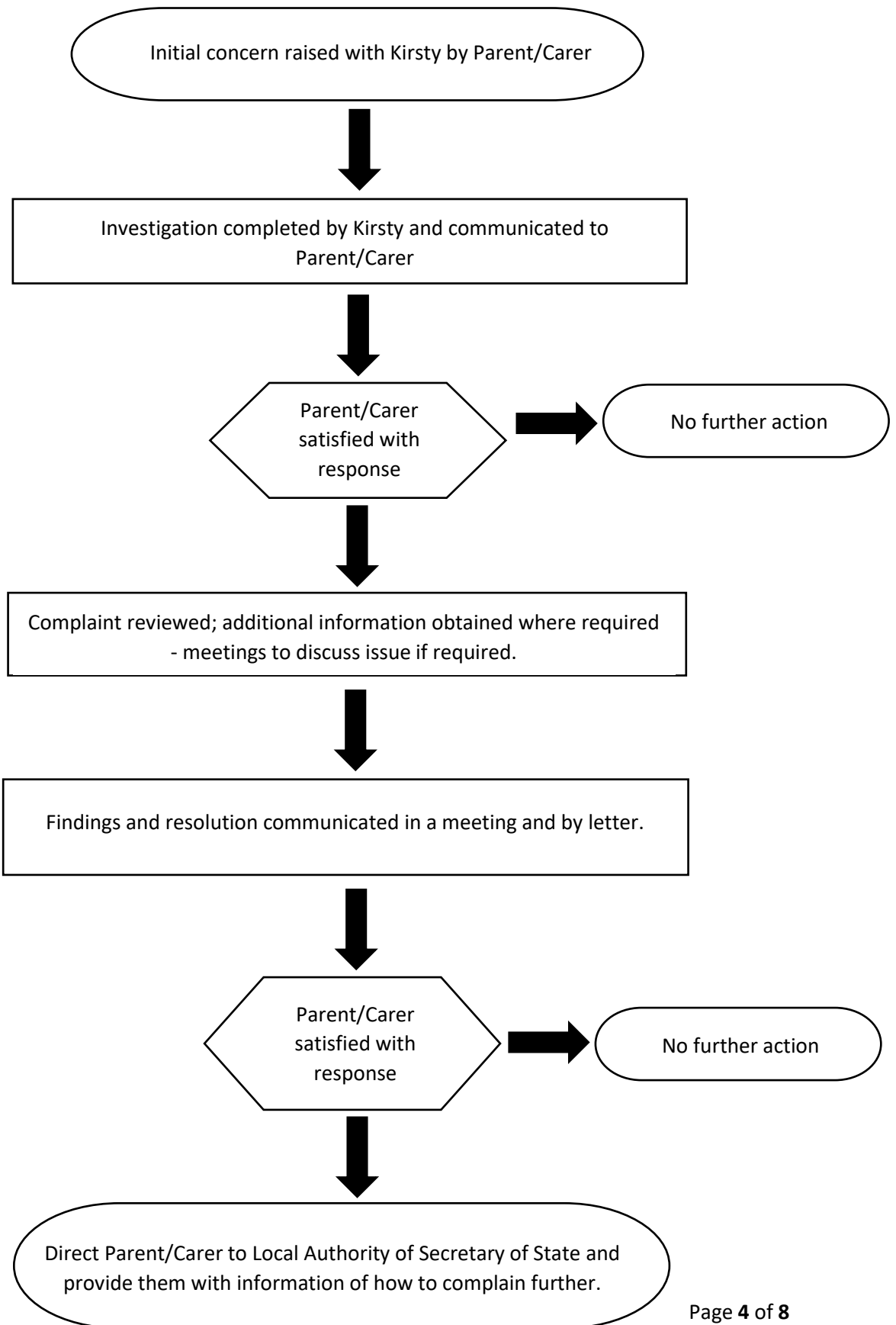
Special Circumstances

If the complaint suggests that a child has been at risk of significant harm through violence, emotional abuse, sexual harassment or neglect, it may be referred without further notice to the children's social care and/or to the social services authority for the area in which the child lives.

If a social services authority decides to investigate a situation, this may postpone or supersede investigation by the Head of Provision.

Where a matter can be resolved through a legal appeal, it will not be considered as a formal complaint. The key areas are: admissions decisions; certain decisions relating to formal assessment of special educational needs; and decisions to permanently exclude a child from the alternative provision.

**Appendix 1
Complaint Handling Flowchart**



**Appendix 2
Complaints Form**

Please complete and return to Kirsty Woolridge, who will acknowledge receipt and explain what action will be taken. Alternatively, this form to be filled in by Kirsty if complaint taken over the phone.

Name of person raising concern / complaint:	
Learner's name:	
Relationship to the learner:	
Address:	
Postcode:	
Daytime telephone number:	
Evening telephone number:	
Details of the complaint:	
What action, if any, have you already taken to try and resolve your complaint?	
What action do you feel might resolve the problem at this stage?	
Are you providing any paperwork? If so, please give details.	
Signature:	
Date:	
Office use only	
Date acknowledgement sent:	
Acknowledgement sent by:	
Complaint referred:	
Signature:	

Complaint Tracking

	<p style="text-align: center;">Findings/Documentation <i>Include all phone calls, electronic and paper communication and meeting records, including dates.</i></p>
Steps taken to investigate the complaint	
Date(s) this took place on	
Witness statements or evidence accumulated	
Investigation findings	
Suggested resolution	
Date Communicated to Parent/Carer	

Witness Statement

Brief description of Incident: _____

Witness statement taken on; Date: _____ Time: _____

Name of Witness: _____

Witness Address: _____

Employee/Learner: _____

Statement

This statement (consisting of ___ page(s), each signed by me) is true to the best of my knowledge and belief.

Signed by Witness: _____

This statement was taken by: _____

Signed: _____ Date: _____ Time: _____

Page No.: _____

Witness statement - Continuation page

This statement (consisting of ___ page(s), each signed by me) is true to the best of my knowledge and belief.

Signed by Witness: -----

This statement was taken by: -----

Signed: _____ Date: _____ Time: _____

Page No.: _____