



## **Complaints Policy**

This policy was updated: **August 2019**

This policy will be reviewed: **August 2020**

Statutory policy? **Yes**

## **Introduction**

Nulogic comply with the legal requirements to deal with complaints and have the correct procedures in place when educating young people. An effective policy is also in place which all parties fully comply with.

Our policies refer to learners who attend our alternative provision. We believe that our provision provides an efficient education for all our learners. Not only just providing an excellent service but also building a positive relationship with the local authority, provisions, parent and guardians.

However, Nulogic has a duty of care under Section 29 of the Education Act 2002 to establish procedures for dealing with all complaints relating to our provision. We deal with all complaints in accordance with Nulogic's policies and procedures. All parents and guardians have the right, as a last resort, to appeal to the Secretary of State for Children, Provisions and Families, if they still feel that their complaint has not been properly addressed.

Therefore, if any parent or guardian feel unhappy with the provision Nulogic is providing referring to their child's education or has any concern relating to Nulogic, we advise the parent/guardian to speak with the Academy Manager or to the Nulogic designated Complaints Manager (Bradley Reece-Jones).

## **Aims and Objectives**

Nulogic aims is to be fair, honest and truthful when dealing with any discretion. We give careful concern to all complaints and deal with them with professionalism and efficiency. We aim to undertake any issues through dialogue and mutual understanding, and in most cases, we put the welfare of the child above all other concerns. Thus, providing a sufficient opportunity for any complaints to be reviewed and resolved.

## **The Complaints Process**

### **Stage One: Complaint Heard by Staff Member**

If a parent or guardian is concerned about anything to do with the education that we are providing at our provision, they should, in the first instance, discuss the matter with the Academy Manager. Most matters of concern can be dealt with in this way. All Nulogic's staff work very hard to ensure that each child is happy at our provision and that they are making good progress. They always want to know if there is a problem so that they can act before the problem seriously affects the child's progress. All parental concerns are logged and then referred to our designated Complaints Manager (Bradley Reece-Jones).

If a parent or guardian feels that they would have difficulty discussing a complaint with a member of Nulogic's team, the parent/guardian will be able to approach a member of staff and ask for the Complaints Manager and can directly approach the complaint with them. Should a parent or guardian wish to discuss their complaint with the Complaints Manager, they should contact Nulogic's head office where a mutually convenient meeting appointment will be arranged.

Nulogic ensure all members of staff are trained to a high standard to eliminate the complaint being referred on. When a parent/guardian makes their first approach regarding a complaint to Nulogic, they will be directed to the appropriate member of staff if the member of staff feels that is the necessary way forward.

Should a parent/guardian have a complaint about the Complaints Managers, they should first make an informal approach to Nulogic's head office and speak to the Complaints Regulator (Aron Wint), who will do all he can to resolve the issue through a discussion with the provision and the parent/guardian. If a parent or guardian is unhappy with the outcome they can make a formal complaint as outlined below.

### **Stage Two: Complaint Heard by Complaints Regulator and Complaints Manager**

If the parent or guardian feels the situation has not been resolved after making contact with the Academy Manager, or that their concern is sufficiently serious, they should make an appointment to discuss it with the Nulogic's Complaints Regulator or with the Complaints Manager. Both the Complaints Regulator and Complaints Manager take each individual case very seriously and will investigate each case thoroughly. The Complaints Manager may delegate the task of collating the information to another Nulogic staff member, but not the decision on the action to be taken. Most complaints are normally resolved at this stage.

### **Stage Three: Complaint Heard by Director's Complaints Appeal Panel**

If the steps above fail to be resolved the issue should be made in a formal method to Nulogic's head office. This complaint must be made in writing, stating the nature of the complaint and how the provision has handled it so far. The parent/guardian should send this written complaint to the Director's Panel in a sealed envelope.

The Nulogic Director's panel will indicate at the beginning how long they expect an investigation to take which would preferably be no longer than 20 working day. Nulogic may need to investigate more serious complaints with some detail, therefore more essential time may be needed to complete. Directors may feel it would be necessary to arrange a meeting to review the complaint and request the complainant(s) to attend the meeting so that they can explain the issues in more detail. Nulogic will give at least three days' notice prior to the meeting for all parties.

The panel can:

- Reject the complaint in whole or part;
- Support the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint;
- Advise changes to the provision or procedures to ensure that problems of a similar nature do not recur

In convening the appeals panel, the Directors' will ensure that no Director sits on the panel if they have had a prior involvement to it. They will also try to ensure that there is a cross-discussion section of the categories of Directors' and are sensitive to way out of race, sexuality and religious affiliation.

After listening to all parties and all the evidence, Directors will consider their conclusion and inform the parent or guardian about the event in writing. The Directors will do all they can at this point to

resolve the complaint to the parent's or guardian's gratification, and they will also update the Complaints Manager of the outcome.

If any parent or guardian is still not gratified that the complaint has been dealt with accurately, then they are entitled to appeal to the Secretary of State for Children, Provisions and Families, DFE, Sanctuary Buildings, Great Smith Street, London, SW13BT.

### **Monitoring and Review**

The Directors monitor the complaints policy and procedure to ensure that all complaints are handled properly.

The Complaints Manager logs all complaints received by the provision and records how they were resolved. Directors examine this log on an annual basis.

Directors consider any local or national assessments that affect the alternative provision complaints process and make any modifications necessary to this policy. This policy is made available to all parents and guardians which means they can be properly informed about Nulogic's complaints process.

### **APPENDIX 1**

Nulogic's Complaint Concern Form.



**Nulogic's Complaints Concern Form**

Member of Staff Receiving the Complaint:	
Name of Learner:	
Date/Time of Complaint	

**Complaint:**

**Action Taken by the Provider:**

**Action Taken by the Local Authority:**

**Parents/Guardians Informed:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_