

# THE APOLLO EDUCATION PROJECT

## The Apollo Education Project: Complaints Procedure and Policy

Policies at The Apollo Education Project are written in accordance with the five outcomes contained within Every Child Matters:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Achieving economic wellbeing

### RATIONALE

This statement has been written in line with Part 7 of The Education (Independent School Standards) (England) Regulations 2010 to inform parents, carers or others of the procedures to follow should they wish to make a complaint.

### POLICY

The aim of Apollo's policy is to outline the stages of complaint that parents, carers or others should follow in case of a complaint.

### GUIDELINES

1. All complaints should be dealt with as quickly and efficiently as possible, i.e. fully, fairly and carefully.
2. A parent, carer or other specified person may complain.
3. Where Apollo receives an anonymous complaint there is no duty to pursue the matter. However, Apollo will consider such complaints and decide whether the complaint justifies further investigations.
4. All complaints will be recorded and detailed notes of any complaints will be retained by the Project for a period of three years after the student has left Apollo.
5. A three stage process for considering complaints is in question.

### Stage 1:

It is expected that the majority of complaints by parents, carers and others will be resolved at Stage 1 informally, through discussion with the Centre Manager. If satisfied the parents, carers or other person should say so and the matter is at an end. If they are not satisfied the parents, carers or other person should be given a copy of the Project's complaints procedure and should

put their complaints in writing to the Managing Director. The Managing Director should formally acknowledge the complaint within three school days and begin an investigation.

### **Stage 2:**

At this stage the complaint will be investigated by the Managing Director. The Managing Director will provide the complainant with a full written response within ten school days of receiving the complaint. If satisfied the parents, carers or other person should say so and the matter is at an end. If they are not satisfied the parents, carers or other person should be advised to put their complaint in writing to the Managing Director.

### **Stage 3:**

If the parents/carers are not satisfied with the written response to a complaint, the complaint will be considered at a hearing before the Managing Director and Centre Manager.

The Managing Director and Centre Manager will acknowledge receipt of the complaint within five working days if possible but no more than ten at the most by writing to the complainant. This letter will inform them that their complaint will be heard by the Managing Director and Centre Manager. Parents/carers can be accompanied at hearing by a supporter if desired.

The complaint will be considered, investigated and action will be determined by the Managing Director who will inform the parents, carers or other person of his decision in writing. A copy of the findings and recommendations will be provided to the complainant and, where relevant, the person named in the complaint, except where the complaint relates to safeguarding.

If the complaint is still not resolved, the parents, carers or other person may take their company further to the Secretary of State.

A written record will be kept of all complaints and whether they are resolved at a preliminary stage or proceed to a hearing.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under 162A and the 2002 Act request access to them.

### **Monitoring, Evaluation and Review**

1. The Managing Director and Centre Manager will monitor the policy.
2. The Managing Director and Centre Manager will triennially review and evaluate the effectiveness of the policy.

### **Dissemination of the Policy**

The policy will be available on request to parents, carers or others. A copy of the policy will be available for staff in the staff handbook.

To be reviewed: September 2016