

## How to Complain Information for Family, Visitors and Public

### Cambian Scarborough School

We strive to ensure that in your dealings with us, you will find our staff and services meet with both your expectations and your approval. If ever these standards fall below that which you find acceptable, or if there is anything else that you are unhappy about, we would ask that you tell us as soon as possible.

If you wish to complain about anything that you are unhappy about, you should:

- Step 1** - Tell a member of staff that you wish to complain or write your complaint either on a Complaint Form (available from reception) or in a letter to our Complaints Co-ordinator who is Michelle Goodwin our Headteacher. If your complaint is about the Headteacher, please address it to Steve O’Gara, Regional Educational Lead.
- Step 2** - We will endeavour to try to resolve your complaint informally. Following this we will confirm in writing both receipt of your complaint and any outcome or further steps that will be taken to resolve your complaint within **5 working days** of receiving the complaint during school term times.
- Step 3** -The Complaints Co-ordinator will inform you of how the complaint is to be handled and who will carry out investigations into your complaint.
- Step 4 & 5** - Your complaint will be investigated and the findings reported back to you within **20 working days** from receipt during school term times. If it is not possible to complete the report within 20 working days, you will be kept informed of the progress and the likely completion date.
- Step 6** - When your complaint has been investigated you will be invited to meet with the headteacher or the investigating person (if a different person to the headteacher was appointed) to discuss the findings of the complaint.
- Step 7** – If we are still unable to resolve your complaint we will ask the Operations Director to nominate an external (to this location) senior Cambian staff member to investigate and report back to you.
- Step 8 – 11** – You will receive the outcome from the external investigation process within **20 working days** during school term times. If we are still unable to resolve your complaint after this you may appeal this decision.
- If there is not an agreed outcome to the complaint, you have the right for your complaint to be referred to third party arbitration.
- Step 12 – 14** – The appeal process involves a panel of three people who are not connected operationally with the service (one of whom is not connected or employed by Cambian Group). You will be invited to attend the appeal process and may bring someone with you.
- The decision of the appeal process is final.
- You may also take your complaint to the local authority or your placing authority (if you are a parent/carer or you may take a complaint to our regulators Ofsted, tel: 0300 1234 234.

Or in writing to:

Enquiries  
National Business Unit  
Ofsted  
5th, 6th and 7th Floors  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD