

Grateley House School

Complaints Policy 2025-26

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| Policy Reviewed By | Terry Kelly, Head of Education |
| Date of Review | January 2026 |
| Date Reviewed/Approved by SLT | January 2026 |
| Date of Next Review | January 2027 |

Purpose

- To provide all staff with clear policy, procedures and guidelines for managing compliments, suggestions, comments and complaints.
- To deal promptly, effectively and fairly with complaints by students if they have capacity themselves and other interested persons on their behalf such as parents/guardians and members of the public.
- To promote an open culture and rational attitude amongst students and staff towards complaints.
- To improve the Group's service to students, placing authorities and parents/carers.
- To clarify the differences between concerns, negative comments, criticisms, etc, made about the service we provide, which are resolved informally within the school, and formal complaints, which may be addressed by those outside the school.

Policy

Cambian takes all complaints and comments seriously. It aims to promote an open culture and will be responsive where such issues are raised in a transparent and robust manner in order to ensure that dissatisfaction is minimised and any comments and suggestions are considered and acted upon using a learning framework.

No member of staff who has been implicated in a complaint may take part in any element of the investigation or decision-making process associated with any final actions or outcomes.

Cambian will use all complaints and suggestions as an opportunity to learn and inform service improvement where appropriate and to strengthen the relationship with the student, those acting on their behalf and the public. For the purpose of this policy, a complaint is a written or oral/verbal expression of dissatisfaction or disquiet in relation to the school's exercise of its functions in relation to its current students.

The principal is responsible for ensuring that each student and those acting on their behalf, if appropriate, is provided with information about the complaint's procedure in a format and style appropriate to their needs and their ability to understand. Students will be provided with information about how they can make a complaint and such guidance will be available on site at all times. Where appropriate guidance (e.g., a poster) on how to make a complaint will be displayed on site.

Cambian fully supports student's right to refer any complaint, at any stage to an external body.

Procedure

The Complaints Procedure shall be operated independently of all other Group procedures, such as the Disciplinary and Grievance Procedures, Harassment Policy, Child Protection/Adult Safeguarding Policy. Each school will tailor the generic Cambian Complaints Procedure to detail the local procedures and contact details of those with responsibility. For the purpose of this policy the term Complaints Procedure relates to the school's personalised Complaints Procedure.

The Complaints Procedure will be reviewed **annually** by the group in line with the Policy and the Principal will be responsible for continuous monitoring, refinement and audit. All schools shall operate a Complaints Procedure, which can be invoked, on behalf of a student, by a student him/herself, placing authorities, parents/carers, staff and other interested persons. All of whom may also inform an external body about their complaint if they so wish.

Staff Complaints

Staff who wish to make a complaint are to follow the Grievance Policy (which encourages informal resolution ahead of the formal grievance process) or the Whistleblowing Policy.

Responsibilities

The principal is responsible for the thorough investigation of all complaints and should take responsibility for ensuring that investigations undertaken by others are in line with this policy, procedure and associated documentation in order to ensure best practice standards are maintained.

The principal is required to make available on request to their regulatory body a summary of all complaints arising over the previous 12 months.

All schools will have a named Complaints Co-ordinator to manage the day-to-day receipt, recording and tracking of complaint management. In small schools, this is likely to be the Principal.

For any complaint that is not resolved internally and requires external investigation, the Principal will act as the school contact for Operations Directors/other Cambian staff or external appeal panel members.

Managers have day-to-day operational responsibility for this policy, and must ensure that all staff receive regular and appropriate guidance on its use.

Availability

The Complaints Procedure shall be made available to all parents/carers, placing authorities, funding authorities, students, all members of staff and any other relevant persons. A copy of the Complaints Procedure shall be available at all times and displayed on the school's website where this is applicable. A copy of the Complaints Procedure shall be available on request at all times for visitors to Cambian schools.

All Staff shall receive information on the complaint's procedure as part of their induction with Cambian. Information on how to complain will be included in Children's Guides or School Guides.

Students will also have access to printed complaint forms (22.09 a-g) and stamped pre-addressed envelopes to send to the relevant member of staff if they choose not to speak with someone in the school setting. Principals will ensure that the forms and appropriately addressed envelopes are always readily available and that all students know where to access these. The envelopes should then be sent to Education Services at the following address

Cambian Group
4th Floor
Parkview
82 Oxford Road
Uxbridge
UB8 1UX

Records

A confidential record of all complaints received is to be documented on the relevant Record of Complaints Tracking Form: 22.03a for all students and 22.03b for all parents/carers/public/authorities which shall be kept in the school's confidential Complaints File, which all schools must maintain. After completion, the Complaints Tracking Form 22.03a and 22.03b (if used) shall be kept in the confidential Complaints File along with any statements, letters, etc associated with the complaint.

Complaints which are investigated by outside agencies or regulatory authorities shall also be recorded and full details placed in the Complaints File.

All complaints received within a week should be recorded on CambianKPI for in the preceding week.

A Complaints log shall be maintained which will record brief details of each complaint, cross referenced to the Complaints File.

For each complaint the following brief details shall be recorded under the following headings:

- Complaint number (i.e., 001SS or 010KPR etc).
- Date complaint received
- Name of person receiving it.
- Name of person making complaint and relationship to student.
- Name of student concerned.
- Nature of complaint.
- Action taken.
- Outcome of action taken.
- Whether complaint upheld, partially upheld or not upheld.
- The number of the final Complaint Letter sent (1 to 9) and date sent.

Where the principal identifies it as appropriate, a copy of the complaint and response may be kept in the student's record to understand and trace decisions concerning the path of care. Issues of confidentiality concerning the complaint are to be taken into consideration regarding this. (Refer to Data Protection Policy for guidance).

Compliments, suggestions and feedback

Any compliments, suggestions or feedback received by staff should be recorded separately on a Compliments Log to be held by the principal and be managed under the Consultation, Communication and Feedback Policy and Procedures.

Standard Forms, Relevant Documents, Letters & References

Policy and Procedure

- 22.00 Policy – Complaints
- 22.01 Procedure – Complaints
- 22.01b Procedure - Complaints regarding the MHA
- 22.02 Complaints Flowchart
- 22.03 Complaint Form
- 22.04a Complaint Tracking Form Students
- 22.04b Complaint Tracking Form Others
- 22.05 Complaint log template
- 22.06 Complaints Letter Templates 1-9

How to complaint leaflets/Posters

- 22.07 - How to Complain Pictorial Booklet
- 22.07b - Complaints Leaflet PECS – School

22.08b - Complaint Information Poster for Students - EDUCATION

22.08c - Complaints Information for Parents, visitors and public

22.08d - Complaints Information Poster for Staff

Complaint forms for Students

22.09a - Complaint Form for Students 7-13 - OFSTED

22.09b - Complaint Form for Students 13+ - OFSTED

22.09d - Complaint Form for Students - CSSIW

22.09e - Complaint Form for Student 16+ - CSSIW

Other Cambian Policies

Grievance Policy

Whistleblowing Policy

Data Protection Policy

Consultation, Communication and Feedback Policy (including Compliments)

Child Protection and Young Adult Safeguarding

Guidance

For further information about complaints and advocacy for children living in children's homes see [Get it sorted \(2004\) Guidance on providing effective advocacy services for children and young people making a complaint under the Children Act 1989](#)

Legal

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (part 3) as amended) Regulation 16.
- Mental Health Act 1983 - Code of Practice
- The Education (Independent School Standards Compliance Record) (England) (Amendment) Regulations,
- HIW National Minimum Standards for Independent HealthCare Services in Wales, CSSIW, Quality Standards
- and Mental Health Act Code of Practice.
- Ofsted guidance

Terminology

Our aim is to use consistent terminology throughout this policy and all supporting documentation as follows:

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| Student | means any child or young person under the age of 18 or young adult between the ages of 18 and 25. Grateley House School we have children attending between the ages of 11 – 19. |
| Principal | This is the senior person with overall responsibility for the school |
| Parent/Carer | means parent or person with Parental Responsibility |
| Regulatory Authority | Regulatory Authority is the generic term used in this policy to describe the independent regulatory body responsible for inspecting and regulating services, e.g., Ofsted |
| Social Worker | This means the worker allocated to the child/family. If there is no allocated worker, the Duty Social Worker or Team Manager is responsible. |
| Placing Authority | Placing Authority means the local authority/agency responsible for placing the child or commissioning the service |
| Staff | Means full or part-time employees of Cambian, agency workers, bank workers, contract workers and volunteers and students on placement. |
| CambianKPI | Means the Cambian online in-house information system which holds data for each site on quality measures. |
| Complaint | For the purpose of this policy, a complaint is a written or oral/verbal expression of dissatisfaction or disquiet in relation to the school's exercise of its functions in relation to its current students. |
| Grievance | In Cambian policy and working practice means the dissatisfaction or concern of staff regarding their employment. The Grievance Policy deals with the settling of grievances and causes for complaints by employees against other employees or arising out of their employment with the Group. |
| Whistleblowing | <p>Whistleblowing is the disclosure of information which relates to suspected wrongdoing or dangers at work. This may include but is not limited to:</p> <ul style="list-style-type: none"> • suspicions or concerns regarding any type of abuse or potential harm to students in our care which for some • reason cannot be raised under the normal safeguarding procedures; • criminal activity; • failure to comply with any legal or professional obligation or our regulatory requirements; • danger to health and safety; • bribery under our Anti-Bribery and Corruption Policy (GHR 31); • dishonesty, fraud or financial mismanagement; • breach of our internal policies and procedures including our Code of Conduct; • unauthorised disclosure of confidential information; • issues that are not being dealt with through clinical governance reviews or other legitimate avenues; • the deliberate concealment of any of the above matters. |

Monitoring and Review

The Proprietor will undertake a formal review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date of approval shown above, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

Signed:



Eva Pereira
Principal

January 2026



Andrew Sutherland
Managing Director, Education Services, CareTech
Group

January 2026