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Complaints Policy & Procedure

Cambian Beverley School

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1. Monitoring & Review

The headteacher will undertake a formal review of this policy & procedure for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later 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:

Headteacher

June 2026

2. Introduction

Our school aims to meet its statutory obligation when responding to complaints from parents of pupils at the school and other stakeholders.

We want you and your child to be completely satisfied with the quality of service you receive from all of us here at Beverley school. If you are unhappy or worried about anything, then we are here to listen and help.

Rarely, despite our best efforts, things do go wrong and you may wish to raise this with us. Beverley School takes concerns and complaints very seriously and will make every effort to resolve matters as quickly as possible. We try to resolve concerns or complaints by informal means where possible. Where this is not possible, formal complaint procedures will be followed. We understand that there may be occasions when you may wish to raise a concern formally, in which case Beverley School will endeavour to resolve the issue through the stages outlined in this complaints procedure.

You can access the school complaints procedure via our website: or, if you prefer, you can request a printed copy by calling the school.

3. Aims

The school aims to give the complainant an opportunity to make our complaint procedure transparent and straightforward. We aim to

- Treat all complainant with respect and courtesy
- Be impartial and non- adversarial
- Address all points at issues
- Provide a prompt response
- Facilitate a full and fair investigation by independent person or panel where necessary
- Keep complainant informed of the progress of the complaints processes
- Be sensitive to the needs of all parties involved and make reasonable adjustments where necessary to allow
- Ensure that all decisions made are reasonable, fair, lawful, proportionate and rational

- Learn from findings and recommendations and make improvement to our school and the services we provide.

4. Who Can Make Complaints

Our complaints procedure is not limited to parents or carers of children and young people that are registered at Cambian Beverley School; any person, including members of the public, may make a complaint to the school about any provision of facilities or services that we provide. The individual, group or agent making the complaint is referred to as a **complainant** throughout this policy

We ask all complainants to follow our procedures and cooperate with the school and treat all those involved with respect and give us a fair chance to deal with the complaint that you have raised.

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.

5. The Difference between a Concern and a Complaint

A **concern** may be defined as: 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A **complaint** may be defined as: 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure.

6. How to Raise a Concern or make a Complaint

A concern or complaint can be made in person, in writing or by telephone. Concerns may be made by a third party acting on behalf of a complainant, as long as the appropriate consents have been given.

Complaints against education staff (with the exception of the headteacher) should be made in the first instance, to the Headteacher

To support the complaints process, we have a standardised form available (please see page 9) or you may prefer to send in a letter or email.

Paper copies of the standardised complaints form are available from the school office; please ask the receptionist if you require one by calling **01482 307830**

Please mark written complaints as Private and Confidential and for the attention of **Headteacher.** Our address to send written complaints to is:

19/20 Priory Rd, Beverley HU17 0EW

Our telephone number is **01482 307830/833**

Our Headteacher's email address is Suzanne.Mulligan@cambiangroup.com

Complaints that involve or are about the headteacher should be addressed to Tonia Lewis

SEMH Schools for Education. Please mark envelopes as Private and Confidential.

Tonia.lewis@cambiangroup.com

It is advisable that complainants do not approach individual governors to raise concerns or complaints initially. They have no power to act on an individual basis and it may also prevent them from considering complaints should they need to be involved at a later stage.

We will consider making reasonable adjustments, if required, to enable complainants to access and complete the complaints procedure such as providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

There is a useful flowchart on Page 9 of this guide to help you with any questions, concerns or complaints you may have. If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In such cases our headteacher, Suzanne Mulligan will refer you to an appropriate member of the Education team so that you can discuss your concerns in confidence. However, it may be that you would prefer the matter to be managed directly by the school, in which case the headteacher; will be available for you.

7. Timescales

You must raise the complaint within three months of the alleged incident or where a series of associated incidents have occurred within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

We will respond to acknowledge your complaint within 48 hours during term time Complaints will be considered and resolved as quickly and efficiently as possible. We will consider complaints made outside of term time to have been received on the first school day after the holiday period and will acknowledge within 48 hours after first day.

As each complaint will require bespoke management, and whilst we have indicated specific timeframe within this policy they may not be practical in all case. As such, each case will be managed uniquely and within realistic timeframes. Where further investigations are necessary, revised time limits may need to be set. The complainant will be sent details of any new deadline and an explanation for the delay. It is important to note that if other bodies are investigating aspects of the complaint, for example the police, local authority, safeguarding teams or tribunals, this may impact our ability to adhere to the timescales within Cambion's Complaints Policy or result in the procedure being suspended until those public bodies have completed their investigations.

8. Scope of Complaints Procedure

This procedure covers all complaints relating to the provision of services delivered by the school, other than complaints that are dealt with under other statutory procedures, including those listed below:

Exceptions	Who to Contact
Concerns regarding admissions or initial assessments prior to admission	Name of Commissioning Manager Wayne.Parkes@cambiangroup.com
Matters likely to require a safeguarding investigation	Complaints regarding specific safeguarding concerns are managed under our Child Protection and Safeguarding Policy and in accordance with statutory guidance. If you have serious concerns, you may want to discuss these directly with our Education for SEMH Schools, Tonia.Lewis@cambiangroup.com or talk to your child's social worker if appropriate.
Permanent Exclusion from school	Further information about raising concerns regarding permanent exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions Complaints about the application of the Behaviour Policy are made via our complaints procedure.
Whistleblowing	We have an internal whistleblowing procedure for all of our employees. This also includes temporary staff and contractors.
Complaint about services provided by other providers	These should be directed to the providers of the services concerned
Staff Grievances	Complaints from staff will be managed under Cambian's Grievance Policy.
Staff Conduct	Complaints about staff will be dealt with under Cambian's Disciplinary Policy and procedures if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified if the matter is being addressed.

9. Managing Complaint

9.1 Recording complaints

A written record will be kept of all complaints. This will be logged on Behaviour Watch. This complaint log and all associated documents will be confidential and restricted to Headteacher and/or complaints coordinator.
This record / log should include:

- the date that the complaint was made
- who made the complaint
- who received the complaint
- when complaint was acknowledged
- Actions taken and by whom
- findings and investigations and will
- state at what stage of the complaint has been resolved (Informal, Formal or Appeals panel)
- where the complaint was upheld or not, wholly or partially

All correspondences, statements and record in relation to each individual complaint are to be made available to Inspectors under section 109 of the 2008 Act.

9.2 Reporting complaints

All complaints are to be reported to proprietors through submission of weekly Key Performance Indicators (KPI) .
All formal complaints against staff should be reported to the Regional Education Lead as well as the Human Resources Business Partner.
The number of formal complaints from the preceding year should be reported on the school website.

9.3 Complaint Process

Stage 1: **Informal procedures**
Complaint should raise issue as soon as possible to the relevant member of staff or headteacher as appropriate either in person, by email or telephone. If you are unclear who to complain to please ring the office. The school takes informal concerns seriously and makes every effort to resolve the matter quickly, which may involve clarification or provision of information. The school will acknowledge your complaint within 48 hours during term time and outside of term time 48 hours from the first day back. (how?) the informal stage may involve meetings with the complainant and the headteacher and those involved in the complaint. We aim to resolve within 5 school days from the first day of the complaint.
If the complainant is not satisfied with the responses from the informal stage, it will be escalated to the formal complaint stage.

Stage 2**: Formal procedures**:
Formal complaint can be raised in writing (letter or email), phone or in person or by a third party acting on behalf of the complainant to the headteacher of the school. The complainant should provide details such as relevant dates, times and relevant documents and indicate what they feel would resolve the complaint. The headteacher will record date of receiving the complaint and keep a log of all actions and outcomes.

Your complaint will be investigated and the findings reported back to you within 20 school days from receipt. If it is not possible to complete the report within 20 school days, you will be kept informed of the progress and the likely completion date. When your complaint has been investigated, you will be invited to meet with the headteacher and /or the investigating manager to discuss the findings of the complaint.

In some cases, depending on the nature of the complaint, it may be more appropriate for the complaint to be investigated by someone independent of the school.

Any Complaints against headteacher should be raised to the Education for SEMH Schools Tonia.Lewis@cambiangroup.com in the first instance. Where the complaint has not been resolved informally, a suitable skilled and impartial senior staff not connected to the school will be appointed by the Managing Director for Education to investigate and provide findings and recommendations at the end of their investigation.

If complainant feels unable to raise concerns directly to the school, they may contact the company via the following address:

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

Upon receipt of your complaint an Operational Director will contact you

Stage 3: Review Panel

Where complainant is not satisfied with the response to the complaint at the formal stage, our complaints procedures makes provision for a hearing before a panel appointed by or on behalf of the proprietor. The appeal process involves a panel of three people who are not connected

Operationally with the school. One member of the panel is not connected or employed by Cambian Group). Cambian commissions National Youth Advocacy Service (NYAS) to provide this service.

The complainant will be invited to attend the appeal process meeting and may bring someone with you; media representative is not allowed. The meeting will be held in private; electronic recordings

of meetings and conversations are not permitted. The panel, complainant and school representative will be given the chance to reply to questions.

The findings and recommendations will be shared with the complainant, the individual who is subject of the complaints and made available to proprietors and headteacher.

The decision of the appeal process is final.

If the school has not resolved the complaint to your satisfaction, you may wish to complaint to the local authority. If the school or local authority cannot resolve the complaint, you can complaint to the Department for Education (DfE).
Contact the Department for Education - Contact type - DFE Online Forms

10. Anonymous Complaints

We will not normally investigate anonymous complaints. We are required to report progress updates to the complainant, which we are unable to do under such circumstances. However, if appropriate, the Headteacher or Regional Lead will determine whether the complaint warrants further investigation.

11. Managing Serial and Unreasonable Complaints

Beverley School is committed to dealing with all complaints fairly and impartially and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school however, we will act to protect staff from behaviours that are deemed unacceptable behaviours such as verbal or physical abusive, offensive or threatening behaviours or threats. Any behaviour that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school will be deemed unreasonable. This includes but is limited to:

- Refusal to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance or being unco-operative with the complaint's investigation process
- Refusal to accept that certain issues are not within the scope of the complaint's procedure
- Insisting on the complaint being dealt with in a manner that is not in line the complaint's procedure or good practice. or seeks an unrealistic outcome

  Introducing trivial or irrelevant information which they expect to be considered and commented on and /or raises large numbers of detailed but unimportant questions and insists they are fully answered, often immediately and to their own timescales
- Making unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced
- Changes the basis of the complaint as the investigation proceeds
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed
- Makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- Makes direct and frequent contact with staff outside of school hours and expects an immediate response
- Knowingly provides falsified information
- Publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school whilst the complaint is being progressed. It is not helpful if repeated correspondence is sent either by letter, phone, email or text as it could delay the outcome being reached.

Whenever possible, the Headteacher or Regional Lead for Education will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If unreasonable behaviour and/or expectations continue, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and respectfully ask them to reconsider their approach. For complainants who excessively contact Cambian Beverley School, causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan; this will be reviewed after six months and the outcome shared to the complainant via letter.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing.

Who should I talk to if I have a question, concern or complaint?

12. Appendix A – Complaints Flowchart

Stage 1: Informal Stage
Speak to your child's class teacher, key worker outlining your query, comment or concern, in person, in writing or by calling 01482307830

Timescale: Acknowledge within 48 hours during term time.
Investigate and provide outcomes within 5 days

Stage 2 Formal Stage
Submit in writing (by letter or email) providing details
in person, in writing or by calling 01482307830
Headteacher, Name of headteacher
Suzanne.Mulligan@cambiangroup.com
or
Or if complaint is against Headteacher
E mail Tonia.Lewis@cambiangroup.com
Timescale: Acknowledge within 48 hours during term time.
Investigate and findings back to you within 20 days

If complainant still feels the matter is unresolved, or if the complaint relates to the Education lead or other senior education staff, this can be escalated to the Managing Director of Education; Andrew Sutherland for further investigation:
Andrew.Sutherland@cambiangroup.com

Timescale: to be discussed and agreed with complainant and recorded on
Aim to investigate and provide outcomes within additional 10 days

Stage 3: Appeals Panel

If there is no agreed outcome to your complain,
A panel of three people who are not connected operationally with the service (one of whom is not connected or employed by Cambian Group- National Youth Advocacy Service will investigate the complaint.
You will be invited to attend the appeal process and may bring someone with you
Timescale: Complainant will be given reasonable notice for attending Appeals meeting
Investigation outcome to be issued to complainant within agreed timeframe

If complainant feels unable to raise concerns directly to the school, they may contact the company via the following address:
The Cambian Group
4th Floor Parkview
82 Oxford Road
Uxbridge
England
UB8 1UX

13. Appendix B – Complaint Form

Please complete and return to a named staff member, marking your envelope PRIVATE & CONFIDENTIAL, we will acknowledge receipt and explain what action will be taken next. Your name:
Child's name (if relevant):
Your relationship to the child (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number:
Please give details of your complaint, including whether you have already spoken to anybody at the school about it.
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If so, please give details.
Signature: Date: