



COMPLAINTS PROCEDURE

FOR PARENTS, CHILDREN AND EXTERNAL INDIVIDUALS

Throughout this document, FBMF is used to represent

The From Boyhood to Manhood Foundation

Please tell us if you are unhappy or dissatisfied with:

- The way that you have been treated.
- A decision we have made.
- Something we have failed to do.
- Aspects of the programme that you think could be improved.

We want to know your views, suggestions and complaints. We want you to feel that you can approach any member of staff with your thoughts without fear or embarrassment. Your comments will help us improve services at FBMF.

Who should I tell?

If you have a complaint about any aspect of From Boyhood to Manhood, please tell a head teacher or member of staff. You will then be given help to fill out a complaints form in order that your comments can be acted upon formally. You will be involved in this process and we will try to keep you informed of the status of your complaint. ***You should receive a response within a couple of days.***

Informal complaint process

1. In the first instance, any pupil at the school or member of the public with reason for complaint due to the actions of FBMF or a member of staff at FBMF should feel able to approach the appropriate person within FBMF and make an informal complaint, perhaps as a suggestion for improvement to be made.
2. Where possible, the member of staff who was approached by the complainant should seek to resolve the matter at hand and inform the complainant of actions undertaken and progress made. At this stage an offer to view the complaints procedure should be made to the complainant, an assurance should also be given that all communication will remain confidential.
3. It may be appropriate for the member of staff initially receiving the complaint to pass it onto a more appropriate person for their attention, after being in consultation with the complainant to tell them whom their complaint is to be handled by.
4. The member of staff dealing with the complaint should ensure that a satisfactory result is achieved, with the complainant being involved in the process until its conclusion.
5. If however the complainant does not find the situation satisfactory, they are to be informed (they should be aware of the process after viewing the complaints procedure in (2)) that they can make a formal complaint.



What if I am still not happy with the reply?

If you are still not happy with the result of your complaint please inform the head teacher or the member of staff who dealt with your complaint. One of the following will take place:

1. The process may be considered sufficiently dealt with at that point and will not be taken any further.
2. The matter will be looked into further by the head teacher and Director who will decide what measures shall be taken as a result.
3. The matter will be escalated and brought to the attention of the FBMF management committee. *(The school will tell you how to contact the Chair of the committee.)*

Formal complaint process

If after having made an informal complaint you are not satisfied with the outcome, you may decide to make a formal complaint, this matter will be passed directly to the management committee who will consider your complaint. Throughout the process of handling this formal complaint, the management committee will strive to be in full communication with the complainant(s).

Hearing

If necessary, the complainant may wish to take the matter to a hearing (having already used the informal and formal complaints avenues) if their complaint matter has not been brought to a satisfactory conclusion.

Provision of a hearing will be made. This is to be in the presence of the proprietor and a panel of adjudicators comprising at least three people not involved in the matters detailed in the complaint, with one of these being independent of the management and the running of the school.

The complaints procedure shall allow for parents to attend such a hearing, accompanied if they so wish, and allow for the hearing to make findings and recommendations. It shall stipulate that the complainant, proprietors, head teachers and, where relevant, the person complained about, should receive a copy of any findings and recommendations. The procedure will provide for written records to be kept of all complaints in such a fashion as to indicate whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.

Escalation Process:

Matters that will be escalated are those that:

1. Threaten the welfare of the programme as a whole and thereby the welfare of all those involved with the programme.
2. Threaten the welfare of individuals (whether it be staff or participants on the programme).

The FBMF committee will look closely at all complaints fulfilling the above criteria and will take action if necessary.

When escalated, those involved will be informed of the possible outcomes of the decision to be made by the Management Committee.

Those outcomes may include:



1. Permanent exclusion from the FBMF programme (participants).
2. Members of staff may be suspended or dismissed from their posts.
3. The Police and other relevant institutions may be informed.

COMPLAINTS PROCEDURE

HOW TO RESPOND

It is of vital importance to FBMF that provision should be made for complaints to be handled correctly. It is recognised that there should be a structure for this process and that all members of staff should be familiar with this document.

Any complaint should be dealt with promptly and in full consultation with the complainant. At every stage communication must be made with those making the complaint in order to keep them informed of the progress of the actions taken to resolve the matter at hand. It must be remembered that all correspondence and statements made by the complainants at any stage in the complaints procedure must be kept confidentially throughout and after the complaints procedure has come to an end.

FBMF will acknowledge complaint letter in two days, followed by a fuller reply within ten days. It is expected that every complaint should be resolved within **three weeks** of a complaint being made, but this depends on the nature of the complaint, as certain matters may take longer to attend to.

A complaints procedure allows people a safe and easy way of voicing complaints or concerns. Some complaints procedure may also incorporate the idea of “whistle blowing”. “Whistle-blowing” is used to describe incidents where people publicly report an alleged wrongdoing within an organisation. An open, well-publicised complaints policy can encourage children and adults to voice concerns about abusive or unethical behaviour. A well-written and implemented complaints procedure will also ensure respectful responses to all complaints that are voiced.

Our complaints procedure has three parts:

1. Introduction to the procedure
2. How to make a complaint
3. How your group will respond to the complaint

1. Introduction to the procedure

- Complaints are any clear expression of dissatisfaction with the group, its personnel, or its services that calls for a response
- The procedure deals with specific concerns including: a risk to the health or safety of any individual or improper conduct or unethical behaviour.
- Anyone may file a complaint including children, parents/carers, volunteers, paid workers, or other people outside the group.
- Making a complaint must be made as easy as is possible; an offer of help to make any complaint should be made.



- Complaints are to be treated seriously whether the complaint is made in person, by telephone, by letter, by fax, or by e-mail
- Complaints will be dealt with promptly, politely, and with respect
- The group learns from complaints and uses them to improve its services; therefore, a record must be kept in a complaints book in the office.

2. How to receive a complaint

- People may make a complaint in writing, by fax, by email, or by telephone. Complaints made in person should be made with someone else in the room to witness the complaint.
- All complaints must be written down, even if they are made in person or the telephone, so that you can keep a confidential record of them
- You may be able to resolve your complaint by taking it up immediately with the person(s) making the complaint, or if you cannot resolve the complaint in this manner you might prefer to refer the issue to a member of the management committee.

A formal complaint should include:

- Their name and contact details (though in some cases, you may allow anonymous Complaints).
- Copies of any relevant correspondence
- Name of people they have written to or spoke to up to this point about the complaint
- Details about what has gone wrong or has been handled improperly
- An explanation of how they would like the group to resolve your complaint

3. Responding to complaints

The complaints procedure must outline a clear process by which complaints are handled.

Please state:

- Who will respond to the initial complaint and when the complainant will be informed of progress. If this has not resolved the issue;
- What happens if the complainant is not satisfied with the initial response and whom you will speak to. If this has not resolved the issue;
- What will happen if the complaint has still not been resolved – this may include calling in an independent body to assess the complaint
- Each response should include who to contact next if the person believes that the complaint has not been dealt with properly.

Making an Appeal

In the event that an individual, or the representative of an individual, who has made a complaint is not satisfied by the decision arrived at, they may register an appeal by a letter, within 15 days of the decision being conveyed to them. If the complainant is not satisfied with the Head teacher's response, the complainant needs to write to the Chair of Governors: FBMF, Trinity Collage Centre, 1 Newent Close, London, SE15 6EF. The Chair will acknowledge appeal letter within 2 working days, the independent appeal committee will seek to deal with the appeal within 10 working days.

***The school will tell you how to contact the management committee.**



The remit of The Complaints Appeal Committee

The committee can:-

- dismiss the complain in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

It is important that the appeal hearing is independent and impartial and that it is seen to be so. No governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.

The aim of the hearing, which needs to be held in private, will always be to resolve the complain and achieve reconciliation between the school and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations, which will satisfy the complainant that his or her complaint has been taken seriously.