Complaints Policy

Approved by:	Terence Breen
Date:	September 2026
Next review due :	September 2027

General Statement

Impact Independent School recognises that by law we are required to have a procedure in place to deal with complaints relating to aspects of Impact or the provision of facilities or certain services at Impact. The law requires that this procedure must be publicised.

- The vast majority of complaints and concerns can be resolved informally.

  A complaint can be brought by a parent of a registered child at Impact or any person who has been provided with a service or a facility at Impact.

  The procedure refers to this person as a complainant.

- The complainant must feel able to raise concerns and complaints with members of staff without formality, either in person, by telephone or in writing.
- At first it may be unclear whether a complainant is asking a question or expressing an opinion rather than making an education complaint. A complainant may want a preliminary discussion about an issue to help decide whether he or she wishes to take it further.
- A concern or unresolved problem becomes a complaint only when the complainant asserts that Impact has acted wrongly in some significant decision, action or failure to take action.
- Even when a complaint has been made it can be resolved or withdrawn at any stage.

Special Circumstances

Any complaint or other notice that suggests that a child has been at risk of significant harm through violence, emotional abuse, sexual interference or neglect may be referred without further notice to Children's Social Care and/or to the social services authority for the area in which the child lives. If a social services authority decides to investigate a situation this may postpone or supersede investigation by the Directors.

Other Solutions to Complaints

Where a matter can be resolved through a legal appeal it will not be considered as a formal complaint. The key areas are: admissions decisions; certain decisions relating to formal assessment of special educational needs; and decisions to permanently exclude a child.

Procedure

Stage 1 - Dealing with concerns informally

The complainant should be given an opportunity to discuss their concern with the appropriate member of staff. An appointment may need to be made.

The complainant should be able to bring another person to any discussion.

The member of staff dealing with the concern should make sure that the complainant is clear what action (if any) or monitoring of the situation has been agreed.

This stage should be completed speedily and concluded in writing with appropriate detail.

Where no satisfactory solution has been found, the complainant should be informed that s/he will need to consider whether to make a formal complaint in writing to the Directors. To assist in this process a complaint form should be provided.

Stage 2 – Referral to the Director for investigation

The complainant should submit their complaint in writing to the Director in order for it to be dealt with formally.

The Director should acknowledge the complaint in writing. In some cases, the Director will have already been involved in looking at the matter; in others it will be his/her first involvement. This will be completed within three working days of the complaint been made.

The Director should consider providing an opportunity to meet with the complainant to supplement any information previously provided. This will be completed within five working days of the complaint been made.

If the complaint is against a member of staff the Director should talk to the staff member against whom the complaint has been made. This will be completed within five working days of the complaint been made.

If necessary, the Director should interview witnesses and take statements from those involved. This will be completed within five working days of the complaint been made.

The Director should keep reasonable written records of meetings, telephone conversations and other documentation.

Once all the relevant facts have been established, the Director should produce a written response to the complainant. The Director may wish to meet the complainant to discuss/resolve the matter before confirming the outcome in writing. This will be completed within ten working days of the complaint been made.

The written response should include a full explanation of the decision and the reasons for it. Where appropriate, it should include what action the school will take to resolve the complaint.

Stage 2 should be fully completed in 15 working days. However, it is recognised that where the case is complex, it may prove difficult to meet this timetable. In such cases, the Director should write to the complainant giving a revised target date.

Impact will not pay financial compensation as a response to complaints, though may spend money on a relevant educational purpose (e.g. paying a fee for a repeat examination).

Stage 3 – Independent Panel Hearing

If the complainant is not satisfied with the outcome of the formal complaint they will be offered the opportunity to have the issue referred to an Independent Panel. This is a panel of at least three people who have not directly been involved in the maters outlined in the complaint. One of the members will be independent of the management of Impact. Their task will be to look at all the facts relating to the mater in an impartial and confidential manner. Complainants will be invited to a meeting with the Panel along with a family member/ carer.

Following the meeting the panel will present their findings and solutions. A copy of these will be sent either via email or post to the complainant and where relevant to the person complained about. A copy will also be issued to Impact management.

This stage should be completed within 28 days.

Documentation

All written correspondence, statements and records relating to all complaints should be kept whether resolved at the preliminary stage or proceeded to panel stage.
All documents must be kept confidentially except when undergoing an Ofsted inspection or requested by the Registration Authority.

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further, please complete this form and send it to the Director.

Your Name:

Address:

Post Code

Telephone Number (Home):

Telephone Number (Day):

Telephone Number (Mobile):

Name of Child

Date of Birth of Child

What is your complaint about and what would you like the Director to do?

Continue on a separate sheet as necessary

When did you discuss your concern/complaint with the appropriate member of staff?

Continue on a separate sheet as necessary

What was the result of the discussion?

Continue on a separate sheet as necessary

Signed: _____ **Date:** _____