

**COMPLAINTS PROCEDURE**

**(Non Staff)**

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| **Author/Owner** | **Last Review Date** | **Next Review Date** |
| Assist Principal |  10/17 | 10/18 |
|  | 10/18 | 10/21 |
|  | 10/21 | 10/22 |
|  | 10/22 | 10/23 |
| Executive Office | 05/23 | 10/23 |
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**Complaints Procedure (Non Staff)**

*The following procedure is for use by parents, guardians, Professionals/representatives from placing authorities and any other person involved in the placement of pupils or students.*

This complaints procedure is to be used by parents, guardians, professionals and representatives from placing authorities and any other person involved in the placement of pupils or students at the Trust.

**Introduction**

The Trustees, Governors and all Staff at Doncaster Deaf Trust are committed to providing high quality education and training in a well ordered, pleasant environment, in which pupils and students of all ages can feel secure as they develop their skills and confidence.

The organisation insists therefore that only the highest standard of personal behaviour and general conduct firmly rooted in self-esteem, courtesy and respect for others, is acceptable.

Sometimes however things may not be to the satisfaction of those who support or sponsor our students. The following procedure should be followed for all complaints with regard to education, training and related issues. Complaints will be dealt with in a straightforward and comprehensive manner.

**This procedure is not to be used in the case of complaints that may involve safeguarding; this is dealt with under procedures specifically set up for that purpose.**

**Flexibility**

The organisation will usually follow this procedure when in receipt of a complaint. However, there may be occasions depending on the circumstances surrounding each case when the organisation considers it appropriate to change or to omit parts of the procedure.

**The Procedure**

**How to make a Complaint:**

1. Speak to a member of staff.
2. Put your complaint in writing to the relevant head of service below:
* Trust CEO, Alexis Johnson @ ajohnson@ddt-deaf.org.uk
* College Principal, Laurent Berges @ Laurent.berges@cscd.ac.uk
* School Headteacher, Jane Goodman @ jgoodman@ddt-deaf.org.uk
* Aspire to be, Tina Rafferty @ tina.rafferty@cscd.ac.uk
* Little Learners, Natalie Firth @ nfirth@ddt-deaf.org.uk

1. Complain directly to Ofsted by

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

Typetalk: 18001

Minicom: 0161 618 8524

**Receiving the complaint**

Once the head of service is in receipt of the complaint a complaint log will created.

The complaint should be resolved fairly, promptly and as near possible to the point of origin.

**Investigating the Complaint**

This will be carried out by the Head of Service responsible for the learning or support area concerned.

**Complaint Meeting**

After the Head of Service has had a reasonable opportunity to consider a response to the complaint; the complainant will be informed of the findings and may be invited to a meeting to discuss the matter further. The complainant will be informed in advance in writing of the timing and location of the meeting. It is expected that the complainant will make every effort to attend. At the meeting the complainant will have the opportunity to explain the case. The Head of Service representative may ask other people to attend the meeting with a view to obtaining a solution. Following the meeting the Head of Service will inform the complainant in writing of the decision in relation to the complaint and of the appeals procedure. The complainant may be accompanied to the meeting.

**Appeal**

**Initiating an Appeal**

If there is dissatisfaction with the decision made concerning the complaint, the decision may be appealed by notifying the Head of Service in writing within five working days stating the grounds for the appeal. If more time is required, this should be communicated to the Head of Service within the five day period.

**Appeal procedure**

The Head of Service will investigate the appeal. Copies of all relevant documents may be called for. The person making the appeal will be invited to attend a further meeting to discuss the appeal and will be informed, in reasonable time, of the location and time of the meeting.

**The appeal decision**

The Head of Service’s decision will be final and will be confirmed to the person making the appeal in writing as soon as reasonably practicable. The person making the appeal may be accompanied to meeting.