

Elysian

Complaints Policy



Adopted: December 2019

Date of next review: December 2020

For the purposes of this policy, where the term Elysian is used, it refers to Elysian Animal Assisted Therapy & Learning CIC including Elysian School and Elysian Animal Assisted Therapy and Learning.

Rationale:

The Elysian complaints policy is in place to ensure that parents/carers and others are able to express their concerns in an open and honest way in accordance with a published procedure.

The complaints procedure is designed to:

- encourage resolution of problems by informal means wherever possible
- be easily accessible and well-publicised
- be simple to understand and use
- be impartial
- be non-adversarial
- allow swift handling, with established time limits for action, and keep people informed of progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality
- address all points raised, and provide an effective response and appropriate redress, where necessary
- provide information to Elysian's Leadership team so that services can be improved

Investigating complaints

At each stage, the person investigating the complaint will make sure that they:

- establish what has happened so far, and who has been involved
- clarify the nature of the complaint and what remains unresolved
- meet with the complainant or contact them (if unsure of further information is necessary)
- clarify what the complainant feels would put things right
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- conduct the interview with an open mind and be prepared to persist in the questioning
- keep notes of the interview

Procedure:

Stage 1 Informal Stage

(Concern raised with teacher or member of staff responsible for the area of concern)

Any problem or concern should be raised promptly with the class teacher/ or member of staff responsible for the area or action you are concerned about. All staff will make every effort to resolve your problem promptly at this informal stage.

Most concerns and potential complaints can best be resolved through informal discussion with the relevant member of staff or Head of Education.

If your concern is more serious you may prefer to make an appointment to discuss it with the Head of Education.

If the first approach is made to a member of the Management Committee, they would need to refer the complainant to the appropriate person and advise them about the complaints procedures.

Stage 2 Formal Complaint

If you are dissatisfied with the response of the member of staff (or the Head of Education if they have been involved at the informal stage) then you may wish to put your concerns in writing to the Head of Education as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. You should lodge the complaint formally within 1 month of initiating Stage 1 as detailed above.

An acknowledgement will normally be sent to the complainant within 72 hours of receipt of the written complaint.

The Head of Education will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the Head of Education personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chairman of the Management Committee.

Stage 3 Management Committee Investigation

If you are not satisfied with the Head of Education's response, you need to write to the Management Committee Chairman, giving details of the complaint. The Chair's name and how to contact him/her is available from the Elysian office.

The Chair will convene a Management Committee Complaints Panel to investigate your complaint. At least one panel member will be independent from the running and management of Elysian. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative.

After the meeting you will be advised of the outcome in writing, this will normally be within 10 school days of the meeting. The letter will also indicate whether there are any further rights of appeal and, if so, to whom they need to be addressed.

The Management Committee appeal hearing is the last school-based stage of the complaints process. For most complaints the decision of the governors is the last step in the procedure. Individual complaints would not be heard by the whole Management Committee at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

Complaints against Elysian staff

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under Elysian's grievance procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

A complaint about the Local Authority

Procedures for complaining about the Local Authority are set out in a separate Leaflet about the Council's complaints procedure. A copy of this Leaflet is available from the Elysian, libraries and Council offices.

Conclusion

By having a clear, published procedure, Elysian hopes that this will help resolve problems and confirm good working relationships between all people involved with Elysian.

This policy will be reviewed annually by the Executive Director