

Cape Cabin

Complaints Procedure

Any problems, complaints, or suggestions?

If so, we would like to hear.

Student Guidance.

How do I make a complaint?

- ◆ By talking about it – or by writing it down if you find that easier.
- ◆ You can do it by yourself, or as part of a group, or through your parents

To whom?

- ◆ To anyone on the staff.

Does it matter what the issue is?

- ◆ No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

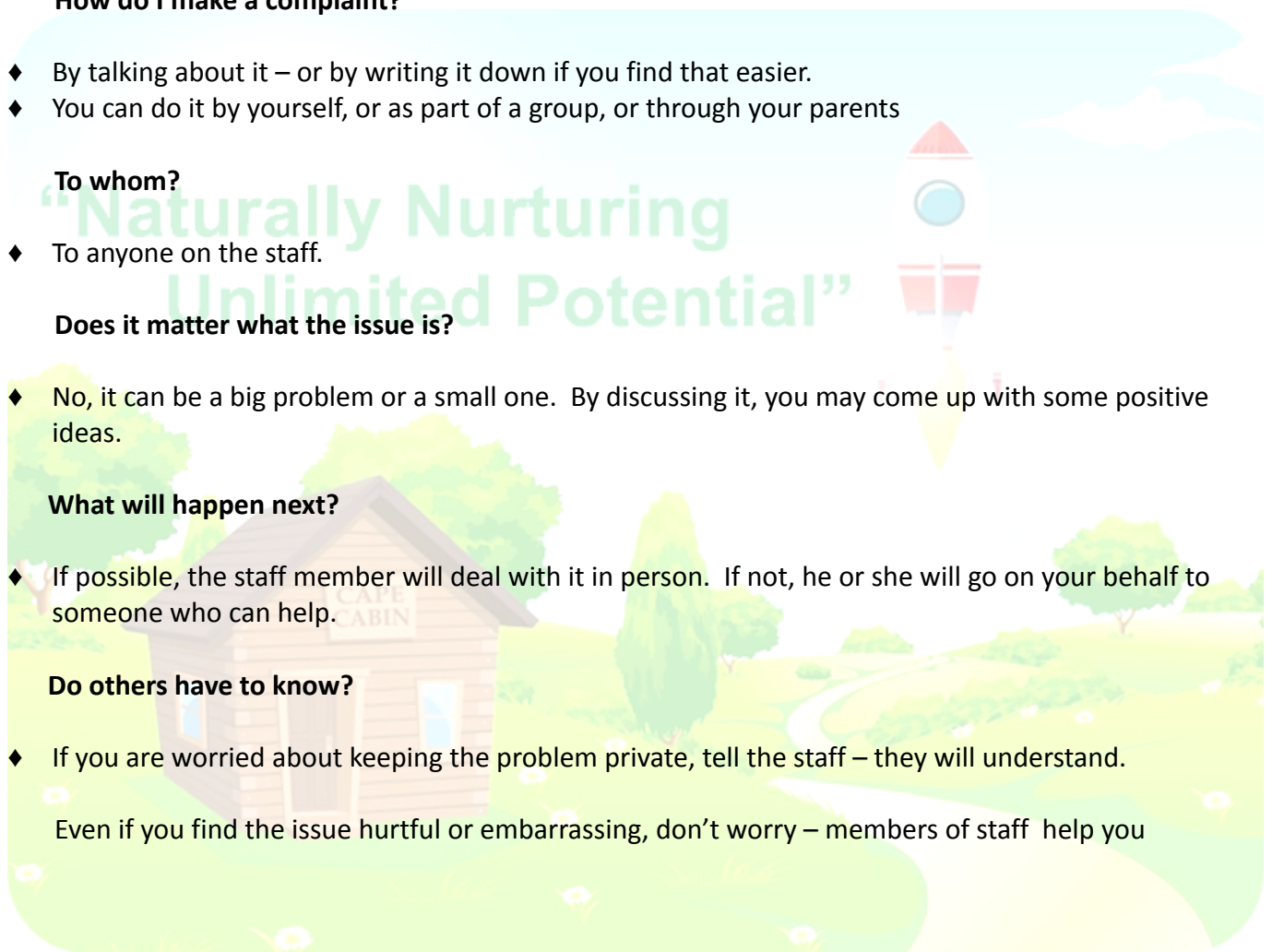
What will happen next?

- ◆ If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- ◆ If you are worried about keeping the problem private, tell the staff – they will understand.

Even if you find the issue hurtful or embarrassing, don't worry – members of staff help you



Guidance for Parents

- C Cape Cabin welcomes suggestions and comments from parents, and takes seriously complaints and concerns they may raise. This leaflet will show you how to use our complaints system.

A complaint will be treated as an expression of genuine dissatisfaction, which needs a response.

We wish to ensure that:

- ◆ Parents wishing to make a complaint know how to do so
- ◆ We respond to complaints within a reasonable time and in a courteous and efficient way
- ◆ Parents realise that we listen and take complaints seriously.
- ◆ We take action where appropriate.

“ How should I complain?”

You can talk directly to a member of staff; write a letter, e-mail, or telephone. Be as clear as possible about what is troubling you.

Any member of staff will be happy to help. It may be best to start with the Key Worker. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, Jen Ordish or Helen Tilley.

“ I don't want to complain as such but there is something bothering me”.

Cape Cabin is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff, as described above.

“I am not sure whether to complain or not”.

If, as parents, you have concerns, you are entitled to complain. If in doubt, you should contact the school, as we are here to help.

“What will happen next?”

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within two working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you

as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

“What happens about confidentiality”?

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to those directly involved. The child's school also needs to be informed. It is policy that complaints made by parents should not rebound adversely on their children.

Third parties outside the school may be aware of the complaint and possibly also the identity of those involved. This would be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, anonymous complaints may not be pursued.

Action that needed to be taken under staff disciplinary procedures as a result of complaints would be handled confidentially within the school.

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, a formal complaint will need to be made in writing to Cape Cabin and / or your child's school. The Head of which will then call for a full report from staff at Cape Cabin, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, Cape Cabin will invite you to a meeting. You may wish to be supported by a friend and / or relative.

We hope that we shall be able to satisfy your concerns. If we are unable to do so, you may wish to seek legal advice.

Cape Cabin recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.

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**“Naturally Nurturing
Unlimited Potential”**

