



Registered Charity No 1063143

Complaints Procedure

Policy Document

Revised February 2020

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Complaints Procedure

General Statement

Steps Conductive Education Centre is committed to providing high quality Early Years Foundation Stage education for all its pre-school pupils and high quality ongoing support for all its school age children attending the Gym Club. Our goal is to develop the skills the children need to progress and maximize their potential. At the same time, we provide parents/carers with the knowledge, confidence and strength they need to understand how they can help their child.

Steps views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint. Staff and management recognise the importance of working with parents/carers and handling their concerns in an open and responsive way. Our policy is to make sure all complaints are investigated fairly and in a timely way and that wherever possible they are resolved, and relationships are repaired.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Parents/Carers need to be aware of this policy.

Steps Complaints Procedure

Complaints may be received from a pupil, a member of staff, parents/carers or someone from outside the organisation. They may be received verbally, by phone, by email or in writing. It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and Steps can be crucial in determining whether the complaint will escalate.

Informal concern

An initial concern should be raised directly with the staff member concerned. This can be done in writing, by telephone or in person. The vast majority of concerns can be dealt with at this stage. It would be helpful to identify at this point what outcome you are looking for, in order for us to address your concern quickly and effectively.

Whether or not the concern has been resolved, the complaint information should be passed to the person's line manager within two working days.

Formal complaint

If your concern is not resolved at the informal stage, you can make a formal complaint to the Manager of Steps in writing, indicating the concise details of your complaint and your desired outcome from the complaint using the form attached for this purpose.

Formal complaint to the Chairman of the Trustees

There may be occasions when parents/carers, or others, have discussed an issue with a member of staff or the Manager and are not satisfied with the outcome. If this is the case, the person should write to the Chairman of the Trustees, giving details of why they are not satisfied with the outcome of the complaint.

Chairman of the Trustees

Email – trustees@stepscentre.org.uk

When agreement cannot be reached

If no agreement has been reached a meeting of the Trustees will be called. Trustees will have had no previous involvement with the complainant.

The complainant can take a friend or interpreter into the meeting.

The Trustees will then discuss after the meeting the issues raised and agree on any action to be taken.

All parties will be informed in writing after the meeting of any conclusions reached and any recommendations made.

The Interview Procedure is as follows:

1. Begin with the concern.
2. Describe the specific Incidents, if possible, note relevant evidence.
3. Tell the parents/carers, or other, what you will do to help.
4. Explain what you need the complainant to do.
5. Involve the parents/carers or other in helping to resolve the matter.
6. Let the complainant know you are confident that things can be worked out.

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7. Inform the complainant that there will be follow up contacts from you.
8. Summarise what has been discussed and clarify all agreements.
9. Make sure the information is stored securely, adhering to data protection.

Allegations against a member of staff

All allegations made against a member of staff, by a parent/carer or from another member of staff will be recorded and dealt with under the Steps Disciplinary Procedures Policy (a copy of which can be found in the Steps main office).

Allegations will be dealt with in a confidential manner and the Trustees will be informed. Depending on the severity of the allegation the staff member may be suspended on full pay until an outcome has been reached.

Unreasonable complaints

Steps is committed to dealing with all complaints fairly and impartially, however we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from any abusive, offensive or threatening behaviour, (face to face, by telephone, in writing or through social media).

Further Information - Receiving complaints

The person who receives a phone call or in person complaint will:

1. Write down the facts of the complaint
2. Take the complainant's name, address and telephone number
3. Note down the relationship of the complainant to Steps (for example parent/carers, professional)
4. Inform the complainant that we have a complaints procedure
5. Inform the complainant what will happen next and how long it will take
6. Where appropriate and so that the complaint is recorded in the complainant's own words, ask the complainant to send a written account using the Steps Formal complaints form.

Investigating complaints

- At each stage we will:
- Establish what has happened and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them (if unsure or 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

This policy document was revised and agreed by the Trustees of Steps, February 2020



Steps Formal Complaints Form

Your Name:	
Child/young Person's Name:	
Your relationship to child:	
Address:	
Post Code:	Daytime Tel No:
Mobile No:	Email address:
Please give concise details of your complaint:	
What action, if any, have you already taken to try to resolve your complaint? (Whom did you speak to, when and what was the response?):	
What actions do you feel might resolve the problem at this stage?	



Are you attaching any paperwork? If so, please give details:

Signed:

Date:

WHERE TO SEND THIS FORM:

Please send this form marked confidential to Steps Complaints:

**Steps
The Old School
40 Loughborough Road
Shepshed
LE12 9DN**

Tel: 01509 506878

WHO TO SEND THIS FORM TO:

If the complaint is about Steps or any member of staff working within it, please address it to;

Janet Russell – Centre Manager. manager@stepscentre.org.uk
Jenny Chapman-Learning and Development Manager. learndevmanager@stepscentre.org.uk

If the complaint is about either of the above, please address it to;

The Chairman of the Trustees.

Official Use:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date: