

Complaints Policy

Introduction

This document is a statement of the rationale, aims, principles, approaches, roles, responsibilities and strategies for ensuring that concerns and complaints about the service provided by Steamworks Learning are managed, processed and addressed appropriately, promptly and effectively. The government's publications 'School Complaints procedures: guidance for maintained schools' ([School complaints procedures: guidance for maintained schools - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/school-complaints-procedures-guidance-for-maintained-schools)) and the Complaints Procedure Policy (MASKK) have provided the framework for the development of this policy.

Rationale

Steamworks Learning understands that any person, including child, parent/carer, teacher, school, member of the public, statutory and non-statutory groups or organisations connected to Steamworks Learning may have a concern or complaint about its service or provision and acknowledges its responsibility to ensure that concerns and complaints, whether reported informally or formally are managed, processed and investigated appropriately, promptly and effectively. Steamworks Learning recognises the importance of treating all concerns and complaints seriously and recording all concerns and complaints to monitor, review and improve its services and provision.

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

Whilst many issues can be resolved informally, without the need to use the formal stages of the complaints procedure, there are occasions when the complainant chooses to raise their concerns formally and should follow the process outlined in this policy.

Aims and Principles

Steamworks Learning is committed to addressing and resolving concerns and complaints at the earliest possible stage by:

- Making the Complaints Policy available and accessible to all people, groups and organisations connected with Steamworks Learning;
- Ensuring that all members of staff are able to recognise and manage concerns and complaints in accordance with this policy.
- Considering concerns and complaints objectively and impartially;
- Implementing the stages within the Complaints Policy promptly when a concern or complaint is received;
- Recording concerns and complaints, taking necessary action and reporting outcomes to complainants;
- Ensuring that all staff are aware of and act upon recommendations arising from dealing with a complaint, including amendments to Steamworks Learning policies and procedures.

Raising Concerns and Making a Complaint

A concern can be made in person, in writing or by telephone and in some circumstances may also be made by a third party authorised to act on behalf of the complainant.

State One

Initially, a concern should be raised directly with the member of staff involved and every effort should be made to resolve the concern informally and as quickly as possible. However, if the complainant feels uncomfortable approaching the member of staff directly involved, the complainant may raise their concern with a director or another member of staff. Similarly, the member of staff directly involved may feel unable to deal with the concern and may request a Director, or another member of staff, to deal with the concern.

All concerns will be recorded on the 'Record of complaints/concerns received' form (Appendix 1).

However, if following investigations, the concerns cannot be satisfactorily resolved through informal discussions in a face-to-face meeting and/or written correspondence, and the complainant is dissatisfied with the outcome of Stage 1, they may wish to take the matter further and escalate the complaint to Stage 2.

Stage Two

Complaints reaching Stage Two, must be made in writing and addressed to a Director, if the complaint is made verbally, the complainant will be asked to put their complaint in writing in accordance with the complaints procedure.

A Director will acknowledge receipt of the complaint in writing within 7 days and seek to clarify the nature of the complaint, what remains unresolved and what outcome the complainant would like to see. All complaints will be recorded on the 'Complaints Record' form (Appendix 2).

It may be necessary for a Director to interview those involved in the matter, allowing them to be accompanied if they wish. A written record of all meetings/interviews in relation to the investigation will be kept by the Director.

Following the conclusion of investigations, a Director must provide the complainant with a formal written response (which may include a copy of the Complaints Record) within 21 days of the date of receipt of the complaint. The response will include a full account of the investigation and findings and an explanation of the outcome, decisions and actions taken by Steamworks Learning to resolve the complaint. If the Director is unable to meet this deadline, the complainant will be provided with an update and revised response date.

Safeguarding

If the complaint is considered to have Child Protection implications, the Designated Safeguarding Lead/Director will implement the procedures within the Safeguarding Policy.

Ofsted

If the complainant remains dissatisfied, they may wish to contact Ofsted, who have responsibility for Registration and Inspection of Childcare Settings.

Ofsted can be contacted by post, telephone or email:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

General enquiries 0300 123 1231
Concerns 0300 123 4666
enquiries@ofsted.gov.uk

Roles and Responsibilities

The role and responsibilities of the Director/s is to:

- Implement the procedures detailed in the Complaints Policy upon receipt of a concern or complaint;
- Investigate all concerns and complaints impartially, objectively and promptly;
- Maintain accurate records of all concerns and complaints and the investigations and interviews undertaken and the decisions and actions implemented;
- Ensure that concerns and complaints are responded to within the timescales and deadlines;
- Take appropriate action following the outcome of investigations in response to concerns and complaints, including changing Steamworks Learning policies and risk assessments.

The role and responsibilities of staff/volunteers is to:

- Implement the procedures detailed in the Complaints Policy upon receipt of a concern or complaint;
- Investigate all concerns and complaints impartially, objectively and promptly;
- Maintain accurate records of all complaints and the investigations and interviews undertaken and the decisions and actions implemented;
- Inform the Director/s within 24 hours of a concern or complaint being received.

Approved by: Rosey Andrassy

Date of next review: July 2025