

**Complaints Policy**

School Improvement Leicester (SIL) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is to:

* provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
* make sure everyone at SIL knows what to do if a complaint is received
* make sure all complaints are investigated fairly and in a timely way
* make sure that complaints are, wherever possible, resolved and that relationships are repaired
* gather information which helps us to improve what we do

Definition of a Complaint

 A complaint is any expression of dissatisfaction about any aspect of SIL.

Where Complaints Come From

Complaints may come from headteachers or the governing body of schools subscribed to SIL.

A complaint can be received in writing by email or letter.  This policy does not cover complaints from staff, who should use their school’s grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to

know and following any relevant data protection requirements.

Responsibility

 Overall responsibility for this policy and its implementation lies with the Project Lead for SIL.

SIL Complaints Procedure

**Publicised Contact Details for Complaints**

Complaints may be sent to the SIL Project Lead, Leicester Primary Partnership at Alliance House, 6 Bishop Street, Leicester, LE1 6AF, or by e-mail to [support@lpp-leicester.org.uk](mailto:support@lpp-leicester.org.uk?subject=Complaint)

For clarification of this policy contact Jo Holland, 0116 299 5947

# Receiving Complaints

 Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints should include

* the facts of the complaint
* the complainant's name, address and telephone number
* the relationship of the complainant to SIL
* How the complainant would like the complaint

# Resolving Complaints

**Stage One**

We expect all complainants to have attempted informal resolution first.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about.  If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if both possible and appropriate.

The complaint information should be passed to the Project Lead within one week.

On receiving the complaint, the Project Lead records it in the complaints log.  If it has not already been resolved.

If the complaint is against a School Improvement Partner the complaint will be investigated by the Project Lead. If the complaint is against the Project Lead the LPP CEO will investigate the complaint and if the complaint is against the LPP CEO the LPP Directors will investigate.

If the complaint relates to a specific contractor, that contractor should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week.  The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.  A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks.  If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply can be expected.

The reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If you are not satisfied with the response to your complaint see stage two.

**Stage Two**

Stage two is not a reinvestigation of the complaint, but a review of the way in which the investigation was conducted.

If the complainant feels that the issues of concern have not been considered and resolved at Stage One, they can request that the complaint is reviewed by a member of the SIL Board who has not previously been involved. The complainant must provide detail of the specific issues of concern they feel were not addressed.

The request for the Board review should be acknowledged within a week of it being receiving by the investigator.  The acknowledgement should say when the complainant can expect a reply.

The Board member will investigate the facts of the case.  This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific contractor, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks.  If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply can be expected.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

There are 3 possible outcomes to the stage two investigation:

* Outcome upheld
* Outcome not upheld
* Outcome partially upheld

The decision taken at this stage is final.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Project Lead or another board member would rule them out of a role in considering a stage two complaint.

In conclusion

As previously indicated, School Improvement Leicester takes any complaint about its associated school staff, contractors and service delivery seriously; we would want to learn from any expression of dissatisfaction.

School Improvement Leicester is fully committed to the effective delivery of high-quality services.

School Improvement Leicester is a Leicester Primary Partnership (LPP) project. The Directors of LPP will undertake an annual review of anonymised complaints for any patterns that emerge.