



Concerns and Complaints policy

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Purpose of this policy

The Phoenix project is committed to providing the best possible service and care to all of its pupils. We welcome and respond to feedback from all our stakeholders, including where these may be concerns or complaints. We (the school), will always seek to resolve the concern or complain by informal process, wherever possible though timely and sensitive communication. Where resolution is not successful in this form, formal procedures laid out in this policy will be followed. This policy does not pertain to complaints brought by staff members.

This policy aims to ensure:

- Concerns and complaints are handled promptly, politely and in confidence.
- Complaints are responded to in an impartial and appropriate manner
- Keep the complainants informed of the progress of the process.
- Use concerns and complaints to support the continued reflection and improvement of the service provided by The Phoenix project.

Stages of procedure

Stage 1: Informal concern

Where a stakeholder has a concern, this should be raised in the first instance with the student's tutor or mentor, unless the concern is regarding that person. In this event, the concern should be raised via the admin@thephoenixproject.org.uk email address and the concern will be passed to the most appropriate member of staff.

We encourage concerns to be raised promptly following an event so that the issue can be resolved quickly and without further escalation.

The concern will be passed to the appropriate member of staff and an initial response will be provided within 24 hours of the concern being raised. Further action will be taken within 5 working days.

Stage 2: Formal complaint

If a stakeholder wished to raise a complaint they should complete the complaints form found in appendix 1 of this policy and submit this via the admin@thephoenixproject.org.uk with the title "stage 2 complaint" as the email title. Receipt of the form will be acknowledged within 24 hours. The complaint form will be considered by one of The Phoenix project deputy headteachers and a full written response will be provided within 15 working days. The response will include the determination of the complaint and details of actions taken as a result of the complaint.



Stage 3: Formal complaint escalated

If the complainant is dissatisfied with the outcome reached through the process of stage 2 formal complaint, they will need to raise this as a written response to the headteacher within 10 working days of receiving the final determination. The headteacher will review all the information received and make a decision to either uphold or amend the final determination. The complainant will be informed of the headteacher decision in writing within 10 working days of receiving the written complaint.



Appendix 1: Complaint form

Please complete this form and return to admin@thephoenixproject.org.uk email address.

Your name
Pupil's name (if relevant)
Your relationship to the pupil (if stating a pupil's name)
Contact details: Address Phone number: Email address:
Details of your complaint. Please include dates where possible and details of any members of staff you have spoken to regarding the event.
What actions do you feel may resolve the problem?



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Are you including any paperwork/ evidence? If so please give details
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Date: Signature

Staff use

Date acknowledgement sent and staff initials
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Investigating officer
