

Complaints Procedure

Introduction

Y.O.U.R Beauty School aims to resolve all complaints at the earliest possible stage and is dedicated to ensuring all complaints are managed sympathetically and efficiently.

Any complaint or concern will be taken seriously, whether formally or informally, and the appropriate procedures will be implemented. This policy has been created to deal with any complaint against a member of staff, or the school as a whole, relating to any aspects of the school or the provision of facilities or services.

The school will ensure the complaints procedure is:

- Easily accessible and publicised on the school's website.
- Simple to understand and put into practice.
- Impartial and fair to all parties involved.
- Respectful of confidentiality duties.
- Continuously under improvement, using information gathered during the procedure.
- Fairly investigated, by an independent person when necessary.
- Used to address all issues to provide appropriate and effective responses where necessary.

Definitions

- For the purpose of this policy, a **"complaint"** can be defined as 'an expression of dissatisfaction' towards the actions taken or a perceived lack of action taken.
- A **"concern"** can be defined as 'an expression of worry or doubt' where reassurance is required.
- **"Complainants"** are those who have raised a concern or a complaint.
- For the purpose of this policy, concerns will be classed and addressed as complaints.
- For the purpose of this policy, **"days"** relate to school days.

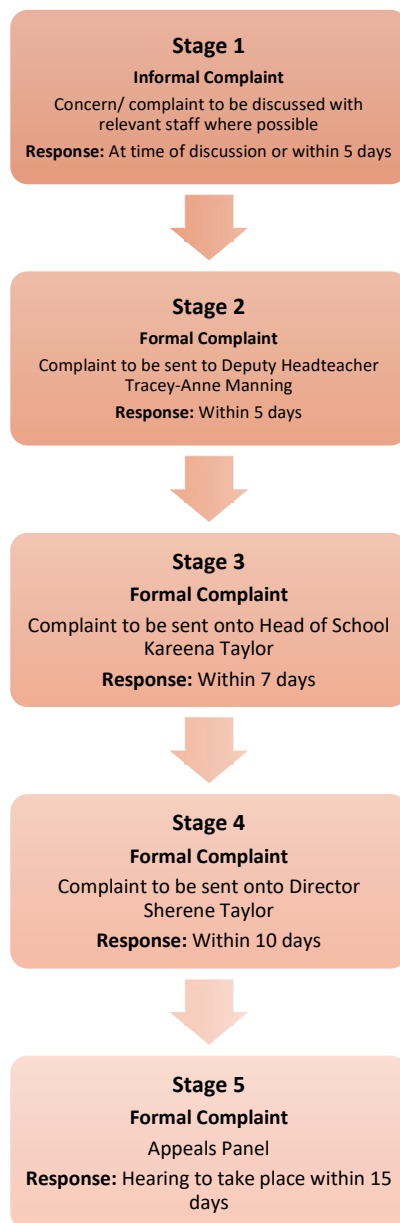
Recording complaints

A written record will be kept of any complaint made on the complaints log, detailing:

- Whether the complaint was resolved following an informal route, formal route or panel hearing.
- Actions taken by the school as a result of the complaint (regardless of whether the complaint was upheld).

Additional records may be kept containing the following information:

- The date the issue was raised
- The name of the complainant and, where relevant, their child
- A description of the issue
- Records of all the investigations
- Witness statements
- The name of the staff member responsible for handling the issue at each stage
- Copies of correspondence on the issue
- Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills 2008 Act requests to access them.



Stage 1- Informal Complaint

The school expects that most concerns can be resolved informally which can be made in person, by telephone or in writing.

A concern provided in writing will be acknowledged by telephone or in writing within 2 days of receipt during term time and as soon as practicable during school holidays.

If the concern is not resolved within 5 days or, in the event that the complainant is not satisfied with the response to their concern, the complainant will be advised to proceed in accordance with stage 2 of this procedure.

Stage 2- Formal complaint to the Deputy Headteacher

- The complainant should submit their complaint in writing to the Deputy headteacher.
- The complaint will be acknowledged by telephone or in writing within 2 days of receipt during term time and as soon as practicable during school holidays, indicating that action is being taken and the likely timescales.

- The Deputy headteacher will meet with the complainant within 5 days of acknowledging receipt of the complaint to discuss the matter. If the complaint is about the Deputy headteacher, the discussion will take place with the Head of school.
- During the meeting, the Deputy headteacher will attempt to reach a resolution; however, it may be necessary for further investigations to be carried out by the Deputy headteacher or another designated member of staff. If the complaint is about the Deputy headteacher, the Head of school will arrange any necessary investigations.
- Written records will be kept of all meetings and other communications held in relation to the complaint.
- Once all facts are established, the Deputy headteacher will inform the complainant of their decision and their reasoning in writing.
- If the complaint is about the Deputy headteacher, the Head of school will inform the complainant of their decision and their reasoning in writing.
- The complainant will be informed of the decision within 10 days from the receipt of the complaint. Where there are exceptional circumstances resulting in a delay, the complainant will be notified of this and informed of the new timescales as soon as possible.
- If the complainant is not satisfied with the outcome suggested, they will be advised to proceed to stage 3 of this procedure.

Stage 3-Formal complaint to the Head of School

- Where a complaint cannot be resolved during stages 1-2 it will be passed onto the Head of school to review all the facts.
- The complaint will be acknowledged by telephone or in writing within 2 days of receipt of the next stage during term time and as soon as practicable during school holidays, indicating that action is being taken and the likely timescales.
- The Head of school will meet with the complainant within 7 days of acknowledging receipt of the complaint to discuss the matter. If the complaint is about the Head of School, the discussion will take place with the Director.
- During the meeting, the Head of school will attempt to reach a resolution; however, it may be necessary for further investigations to be carried out by the Head of school or another designated member of staff.
- If the complaint is about the Head of school, the Director will arrange any necessary investigations.
- Once all facts are established, the Head of school will inform the complainant of their decision and their reasoning in writing.

Stage 4-Formal complaint to the Director

- If the complainant is not satisfied with the decision of the Head of school, the complaint will proceed onto stage 4.
- The complaint will be acknowledged by telephone or in writing within 2 days of receipt of the next stage during term time and as soon as practicable during school holidays, indicating that action is being taken and the likely timescales.
- The Director will review the complaint and all decisions made in stages 1-3 and all supporting documentations.

- The Director will meet with the complainant within 10 days of acknowledging receipt of the complaint to discuss the matter.
- During the meeting, the Director will attempt to reach a resolution; however, it may be necessary for further investigations to be carried out by the Director or another designated member of staff.
- Once all facts are established, the Director will inform the complainant of their decision and their reasoning in writing.

Stage 5- Formal complaint to the Appeals Panel

- Where a complaint cannot be resolved during stages 1-4, a hearing before a panel appointed by or on behalf of the school's proprietor will be arranged.
- The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. One panel member will be independent of the management and running of the school.
- A hearing will be scheduled to take place as soon as practicable and normally within 15 days.
- Reasonable arrangements will be made to ensure the complainant can attend the panel hearing. If the complainant does not exercise the right to attend the panel hearing, the hearing will still be held.
- The complainant will be informed that they are able to be accompanied at the hearing if they wish; however, legal representation will not normally be appropriate.
- If the panel deems it necessary, it may require that further details of the complaint or any related matters be supplied in advance of the hearing. Copies of such information will be supplied to all parties no later than 5 days prior to the hearing.
- After considering all of the relevant facts, the panel will make findings and recommendations.
- The decision, findings and recommendations will be provided to the complainant in writing within 5 days of the hearing.
- A copy of the decision, findings and recommendations will be sent to, where relevant, the person complained about, the Head of school and the Director.
- The decision of the panel will be final, and the completion of stage 5 represents the conclusion of the school's complaints procedure.
- If it is found that the school has not met its requirements in relation to managing complaints because of the way a particular complaint has been handled, the Secretary of State has no power to compel the school to alter its decision on that complaint, only to take regulatory action designed to address the failure to meet the complaints standard, so that future complaints are dealt with properly.



Y.O.U.R Beauty School Complaints Form

Please send completed form to:

By post: Y.O.U.R Beauty School, 28 Sangley road, Catford, London SE6 2JH

By email: complaints@yourbeautyschool.co.uk

Name		
Contact details	Tel:	Email:
Date of complaint		
Please tick one	Parent/Carer	Student
	Other, please state:	
How would you prefer to be contacted?	<input type="checkbox"/> Email	<input type="checkbox"/> Telephone
	<input type="checkbox"/> Other – please give details	<input type="checkbox"/> Post
Describe in details and accuracy the nature of your complaint.		
What actions do you feel can resolve this?		
Signature		
Date		
If appropriate, the person helping the complainant to fill in their form, or completing it on their behalf, should sign below:		
Signature:	Relationship to the person:	
Print:	Tel:	
Date:	Email:	

To be completed by member of staff dealing with the complaint	
Name of staff member	
Position	
Date	
Issues or factors considered when dealing with this complaint.	
What actions have been taken to resolve the complaint?	
Name and signature of person giving response	
Date response given to complainant	
Is the complainant satisfied?	YES/NO
Do they wish to go onto next stage?	YES/NO