



Education Strategy Group Darlington Alternative Education Framework Quality Assurance

3. Complaints Protocol

Initial Concerns

Concerns are to be taken seriously and handled, if possible, without the need for formal procedures. Formal procedures will need to be invoked when initial attempts to resolve the issue were unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

1. If the provider receives a complaint, the home school should be notified immediately.
2. The home school will designate a named person to deal with all complaints. Students will be made aware of the complaints procedure and the relevant point of contact in the event of a complaint during induction. Staff in the provider will be informed of the contact.
3. Wherever possible the home school will contact the provider within two working days of receiving any complaint from a student or parent / carer and the provider will try to resolve the problem as soon as possible.
4. In the case of an unresolved complaint, the matter should be dealt with by a Senior Manager from the home school, a Senior Manager from the provider and the parent or carer of the student.
5. If the complaint remains unresolved, the complaint will be dealt with by the 11-19 Partnership.
6. A register of complaints, actions taken, timings and outcomes, is to be kept at the home school.

(This protocol is one within a series of protocols and should not be considered in isolation. Protocols may be reviewed and are subject to change)