# CHIRON OEP COMPLAINTS POLICY & PROCEDURE

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| Policy implemented: | May 2025 |
| Last reviewed: | New |
| Next review due: | May 2027 |

## 1. Summary

At Chiron OEP, we strive to maintain high standards in all our online services. We believe that listening and responding to feedback is crucial for continuous improvement. We encourage and welcome feedback from all users of our online platform, as it promotes good practice and provides valuable recognition for our staff.

This policy applies to all students, parents, guardians, staff, and any other stakeholders involved with Chiron OEP.

# 2. Document Control

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| Initial purpose and scope of the new policy/procedure agreed by: | Ayesha Allen, Principal |
| Technical review carried out: | Craig Harris |
| Final quality check carried out: | Policy, Practice & Information Officer |
| Date implemented: | May 2025 |
| Version Number: | 1.0 |
| Date of the next review: | May 2027 |
| Department responsible: | Education |
| Job Title of Lead Person: | Principal |
| Author / Main Contact, including their job title (if different from above): | - |

In addition to this policy, local authorities and other commissioners may have their own policies, procedures and guidance which Services must comply with. These policies should complement this policy.

However, there may be additional requirements put in place by local authorities and other commissioners and these must be adhered to. Changes must not be made to Salutem's policies and procedures without corporate approval but, where needed, local procedures should be developed to accompany these.

EQUALITY AND DIVERSITY STATEMENT

The Salutem Group is committed to the fair treatment of all in line with the Equality Act 2010. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors and all will be treated with dignity and respect.

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This policy must be brought to the attention of all employees.
The controlled version of this policy and its associated documents are available on BLINK. Printed or downloaded copies are uncontrolled and may not be up to date.

## 4. Feedback and Issue Resolution

- We aim to address issues and concerns promptly and constructively at the point of service delivery.
- Positive feedback is appreciated and helps motivate our team.
- We recognize that mistakes can happen and everyone has the right to register a formal complaint.

## 5. Commitment to Excellence:

- We are dedicated to achieving the highest standards in our online activities.
- Feedback helps us share good practices, resolve mistakes quickly, and improve the quality of our services and customer satisfaction.

## 6. Areas of Governance

This policy has been written with expert contribution from appropriate stakeholders. The Information Governance Team will monitor, reflect on and gain organisational learning from the implementation of this policy. This policy will be reviewed and updated two years from implementation unless legal changes demand a more timely amendment.

The application of this policy and its associated documents is mandatory for all services staff, volunteers, agency staff and all other Salutem representatives. Staff understanding of this policy and associated documents will be assured through training, assessment of competency and supervision.

Staff understanding of this policy will be assured through training and the delivery of awareness raising workshops as deemed necessary by SLT. The people we support will be involved in the review to ensure it captures the important issues for them.

## 7. Compliance and Legal Requirements

- Our policy fully complies with relevant legal and statutory requirements for handling complaints.
- It considers regulations such as the Local Authority Social Services and NHS Complaints Regulations 2009, The Health Act 2009, and guidance from the Department of Health within the Local Government Ombudsman's 'Principles of Good Complaint Handling'.
- The Health and Social Care Act 2008 requires us to make provisions for handling complaints and disputes and applying lessons learned from them.
- The Education (Independent School Standards) (England) Regulations 2010 and the Independent School Standards (Wales) Regulations 2003 have similar requirements for our online educational services.

## 8. Learning and Development

Salutem is committed to ensuring that all staff are aware of what is expected of them so that everyone is appropriately supported. Staff should speak to their line manager in relation to their learning needs using supervision and through the appraisal process.

Include any relevant additional information about training plans, etc here.

## 9. Roles and Responsibilities

**School Proprietor**

- Ensure the complaints procedure is implemented effectively.
- Review complaints and their outcomes regularly.
- Ensure that the head teacher is working in accordance with the Salutem Complaints Procedure.

**Head Teacher**

- Oversee the complaints process and ensure compliance with this policy.
- Act as the initial point of contact for formal complaints.

**Staff**

- Address informal complaints and escalate them as necessary.
- Maintain confidentiality and professionalism when handling complaints.

**Students and Parents**

- Raise concerns or complaints in a constructive manner.
- Provide feedback on the complaints process to help improve it.

**Key Questions:**

- What specific responsibilities does each role have in the complaints process?
- How will we ensure that all staff are trained in handling complaints appropriately?

## 10. Complaints Procedure

**Informal Complaints**

1. **Initial Contact**: Parents and students are encouraged to raise concerns informally with the staff member involved.
2. **Resolution**: Staff should aim to resolve the issue within 5 working days.
3. **Documentation**: A record of the informal complaint should be made by the staff member on both CPOMs and Nourish.

**Formal Complaints**

1. **Written Complaint**: If the issue is not resolved informally, a formal complaint should be submitted in writing to the Head Teacher in accordance with the Salutem Complaints Policy.
2. **Acknowledgment**: The Head Teacher will acknowledge receipt of the complaint within 3 working days.
3. **Investigation**: The Head Teacher will investigate the complaint, gathering relevant information and perspectives. This will be completed within 10 working days.

   At the conclusion of their investigation, the Principal will provide a formal written response within 28 school working days of the date of receipt of the complaint. If the Principal is unable to meet this deadline, they will provide the complainant with an update and revised response date.

   The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will

include details of actions Chiron OEP will take to resolve the complaint. This must be forwarded to the complainant within 5 working days of the decision.

The Principal will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

4. **Response**: A written response will be provided to the complainant, outlining the findings and any actions taken.
5. **Escalation**: If unsatisfied with the response, the complainant may escalate the matter to a complaints panel.

**Complaints Panel**

1. **Panel Composition**: The panel will consist of three members from the Education and Quality senior leadership team at Salutem Care and Education.
2. **Hearing**: The complainant will have the opportunity to present their case and be accompanied by a supporter.
3. **Findings**: The panel will make findings and recommendations, which will be shared with the complainant and relevant parties within 15 working days. Findings will be recorded on CPOMs and Nourish.

   The Chair of the Committee will provide the complainant and Chiron OEP with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it.

   The response will also detail whether concerns were resolved following a formal procedure or proceed to a panel hearing. Where appropriate, it will include details of actions Chiron OEP will take to resolve the complaint. The response will be provided to the complainant and where relevant to the person complained about.

   The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

**Confidentiality**

All complaints and their outcomes will be treated with the utmost confidentiality, in line with data protection legislation. Records will only be shared with those directly involved in the resolution process.

The school will ensure all correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or body conducting an inspection under the online accreditation scheme. The school will maintain a formal written record (of stage 2 /3 complaints) available for inspection on the school premises by the Proprietor and the Principal.

**Review Mechanisms**

The complaints procedure will be reviewed annually to ensure its effectiveness and compliance with current legislation. Feedback from stakeholders will be sought to inform any necessary revisions.

## 11. ASSOCIATED DOCUMENTS

- Salutem Complaints procedure
- Safeguarding policy
- Data Protection Policy
- Whistleblowing Policy

## 12. Version Control

This is a controlled document. As a controlled document, any printed copies of this document, or saved onto local or network drives should be actively monitored to ensure the latest version is always available.

| Version Number | Date | Status | Changes |
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| V1.0 | May 2025 | New | New policy |
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