**King’s Park Secondary School Parent Partnership**

**Complaints policy and procedure**

**King’s Park Secondary School Parent Partnership** views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

**AIMS**

* To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* To have a complaints procedure that can be shared with anyone wishing to submit a complaint
* To make sure everyone at **King’s Park Secondary School Parent Partnership** knows what to do if a complaint is received
* To make sure all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve what we do.

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of **King’s Park Secondary School Parent Partnership** and its members**.**

**Where Complaints Come From**

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in **KPSSPP**, including the **Parent Forum** and the **general public** if something is perceived to be improper or given cause for concern.

Due to the voluntary nature of **KPSSPP** a complaint can be received by email or in writing.

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Review**

This policy will be reviewed every two years to ensure it remains up-to-date and is compliant with the law.

**Declaration**

I confirm I have read and understood **KPSSPP** Complaints Policy and will act in accordance with it.

List of members who have read and understood the above and who have confirmed by email:

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| --- | --- | --- |
| **King’s Park Secondary School Parent Partnership**  Member name | Date of confirmation | Agreement to policy |
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**King’s Park Secondary School Parent Partnership**

**Complaints procedure**

**Receiving Complaints**

Initial contact may arrive through channels such as social media or email/ letter to the Chairperson. The person contacting **KPSSPP** will then be advised of the complaints procedure and that all complaints should be submitted by email to [kpss.parentpartnership@gmail.com](mailto:kpss.parentpartnership@gmail.com)

**KPSSPP** Chairperson will acknowledge receipt of the complaint within five days and advise on the timeframe for investigating complaints (two weeks – see procedure).

In the first instance, we would encourage resolution between the individuals involved in the complaint. **KPSSPP** Chairperson will ask if there is any way it can be resolved, with an option of mediation from the Chairperson or Vice-Chairperson.

This may not always be possible so, in the event of this challenge, we would investigate the complaint further.

**Investigating Complaints**

**Stage One** –

* Three **King’s Park Secondary School Parent Partnership** member names will be picked at random (excluding any member mentioned in the complaint) to carry out the investigation.
* These members will be known temporarily as a complaints subgroup.
* Each complaint will be allocated a number.
* The subgroup will be allocated the same number.
* Any **KPSSPP** member picked to be part of the subgroup has a duty to take on the role within the subgroup, unless they provide good reason not to e.g.conflict of interest or illness.
* Chairperson should inform the complainant by email that we are following the complaints procedure, what will happen next and how long it will take(within 2 weeks).
* The subgroup will then collate all evidence, documentation and statements required for the investigation..
* The subgroup will decide between them if the complaint is upheld, not upheld or undecided. They will make their recommendation on a resolution/final decision to the Chairperson.
* KPSS Chairperson will then notify the complainant, by email, of the outcome decided by the subgroup and take any action recommended by the subgroup.

**External Investigation**

**Stage two** –

* If the complaints subgroup is unable to recommend a resolution or final decision due to the complexity of the complaint, the complaint would be raised to **stage two** and an external third party would be asked to investigate.
* The third party would be requested through the Chairperson
* If a complaint is raised to stage two, the complainant should be notified. Timescale for this would be 4 weeks.
* The external third party will decide between if the complaint is upheld, not upheld or undecided. They will make their recommendation on a resolution/final decision to the Chairperson.
* The Chairperson will then notify the complaiantr, by email, of the outcome decided by the third party and take any action recommended by the third party.
* Stage two is the final stage of the complaints process.

**Recording of any complaints**

* Once the complaint investigation is complete and closed, all information gathered by the subgroup should be collated in a folder that can be stored in **KPSSPP** ‘s Google Drive for up to one year after the complaint.
* Members of the complaints subgroup should ensure they delete of all files, emails and documentation relating to the complaint in line with **KPSSPP** Data Protection policy. Nothing should be stored by individual members.

**Complaints Log example**

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| --- | --- | --- | --- | --- |
| **Date Received** | **Complaints No.** | **Subgroup/External Investigation** | **Decision/Recommendation** | **Date closed** |
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