



Prudentia Complaints Policy

Introduction:

The majority of issues raised by parents, the community or learners, are concerns rather than complaints. Prudentia is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the Prudentia's formal complaints procedure. For Prudentia to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Prudentia's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by Prudentia.

The following details outline the stages that can be used to resolve complaints.

Prudentia's policy has three main stages.

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Formal complaint is heard by the Principal.
member of staff.
- Stage 3 – Complaint is heard by Chair of Prudentia Management Committee.

Stage 1 – Raising a concern informally

Concerns can be raised with Prudentia any time and will often generate an immediate response, which will resolve the concern. Prudentia requests that parents make their first contact to the Head of Education. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive a response within 20 school days. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call Prudentia within 10 working days and state what you would like Prudentia to do. Prudentia will then investigate your complaint at the next stage.

Stage 2 – Complaint heard by the Principal or by an appropriate staff member.

Formal complaints shall be put in writing and addressed to Prudentia. The complaint will be logged, including the date it was received. Prudentia will normally acknowledge receipt of the complaint within 3 school working days of receiving it. The investigation should be carried out and the outcome communicated to you within 20 school days.

The written response should include a full explanation of the decision and the reasons for it (if additional time is required to formulate a response this should be explained to you). Where appropriate the response should include what action the school will take to resolve it.

The Principal may delegate the task of collating the information to another member of staff but not the decision on the action to be taken.

Once a decision has been reached, the Principal should ensure that you are clear about the action taken and what to do if you remain dissatisfied (see below).

When the Principal receives your written complaint, they may decide to refer the matter immediately to Management Committee complaint panel.

If the complaint is about the Principal or Head of Education, the matter should be referred to the Chair of Management Committee.

Stage 3 – Complaint heard by the Management Committee

Complaints rarely reach this formal level but should you need to, you should make a formal complaint to the chair of the Management Committee within 10 school days of the decision from the school. This needs to be sent in a sealed envelope via the school office; for the attention of the chair of the Management Committee.

Your letter to the chair needs to set out details of your complaint including why you remain dissatisfied and what outcomes you are seeking. The chair will then set up a panel of people to consider the complaint. Aside from the Chair, the panel will consist of individuals who are independent from the organisation.

A Management Committee complaints panel should normally consist of three people, none of whom should have been previously involved in your complaint. They should let you know when your complaint is to be considered. If a meeting with you and others involved is considered appropriate, you should be given seven days notice. Parents / Carers can be accompanied to this panel by a friend or colleague (not by a representative such as a solicitor). The complaints panel should make their decision in private and write to you with their findings and any recommendations within seven school days.

- A copy of the findings and recommendations will be provided to the complainant
- A copy of the findings will be stored on the premises for the information of the proprietor / Principal
- A written record of the complaint will be stored, along with the actions taken
- Prudentia Education will maintain a log of all complaints made and publish this annually on the company website

The records of all complaints will be stored for three years and remain confidential, unless requested by the Secretary of State or relevant bodies conducting an inspection.

Complaints can be made in writing to the following people:

Principal, Mr Christian Adeniran

Chair, Management Committee, Mr Frank Madariaga

**Prudentia Education
GAP Centre
Bowden Road
Liverpool
L19 1QP**

***Prudentia Education will annually publish the number of complaints on the organisational website**

Produced date:	Version number:	Reviewed by:	Approval Date:	Review Date:
August 2016	5	SLT August 2022	August 2022	August 2023