

GUIDANCE FOR PARENTS WISHING TO RAISE A CONCERN OR MAKE A COMPLAINT



I have a concern about something at CHF - what should I do?

Please tell us straight away! However large or small a concern, even if it's just a niggle or an irritation, tell us so that we have an opportunity of putting it right before it grows into something more. Please also remember that if you have a concern, it's likely that someone else might be thinking along the same lines.

So please don't be reluctant to share – talk to us!

What will happen?

1. The member of staff you speak to will try to resolve your concern informally and as quickly as possible, and feed back any actions taken. Your concern will be recorded.
2. If your concern relates to safeguarding or pupil welfare, it will be immediately reported to the Safeguarding Team.
3. If your concern is of such severity that it would be inappropriate to pursue an informal route, it will be reported to the Service Manager who will instigate the formal complaints procedure.

I'm dissatisfied with the response/actions taken so far - what's my next step?

Ask to see a senior manager, contact details on back page, so that you can sit down and discuss the situation. Any decisions or outcomes from this meeting will be confirmed in writing to you and shared with relevant staff.

I'm still dissatisfied – so how do I make a formal complaint?

1. Contact the Service Manager, eg Headteacher, Head of Residential Operations, or the Complaints Co-ordinator and let them know you wish to make a formal complaint, giving them as much information as possible.
2. A senior manager will make contact with you within 48 hours of receiving a complaint wherever possible.

3. The complaint will be logged and you will receive a formal acknowledgement within 3 working days together with a copy of our Complaints Policy. The letter will give you the names of the Investigating Officer and Complaints Co-ordinator, and a complaint reference number.
4. The investigation will start as soon as the complaint has been received.
5. The Investigating Officer will aim to complete the investigation as soon as possible, or within 30 working days from receipt. If more time is needed, we will contact you to discuss.
6. The outcome of the investigation and actions taken or proposed will be shared with you by letter which will include a Complaint Response Form for you to complete and return.

I'm not satisfied with the response - what can I do now?

1. You can appeal.
2. You need to raise your appeal by writing to the Complaints Co-ordinator or by returning the Complaint Response Form within 15 working days of receipt.
3. Complaints about Chailey Heritage School:
 - The review will be undertaken by an independent person within 15 working days.
 - The outcome will either state that no further actions are required or specify the changes required to the written response and actions.
 - This is the end of the formal complaints process.
4. For all other complaints:
 - The Chief Executive will review the investigation within 5 working days.
 - You will be offered the opportunity of an appeal to be heard by a Governors' or Trustees' Appeal Panel or the option of an external review.
 - The outcome of the appeal will be shared with you.
 - This is the end of the formal complaints process.

USEFUL INFORMATION:

Chailey Heritage Foundation
Haywards Heath Road
North Chailey
Nr Lewes
East Sussex
BN8 4EF

Tel: 01825 724 444
Email: office@chf.org.uk
Website: www.chf.org.uk

Chief Executive: Helen Hewitt
Headteacher: Simon Yates
Deputy Head: Sarah Otway
Director of Social Care: Denise Banks
Head of Residential Operations: Andrew Lewis
Community Operations Manager: Neil James
Complaints Co-ordinator: Pam Whiting

Complaints Policy

On request to the Complaints Co-ordinator, any member of staff, or via website:

<http://www.chf.org.uk/policies.html>



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fb: [/ChaileyHeritageFoundation](https://www.facebook.com/ChaileyHeritageFoundation)
www.chf.org.uk



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