

Policy No. 24

Complaints Procedure – Students



If you are unhappy with the way you have been treated, or about any aspect of your care at the school, you must talk to your key worker or any other member of staff you choose. This is not something you will get into trouble for, we need to make sure that the school is being run properly, and that includes making sure that all of the Students are heard!

You can make a complaint by talking or by writing it down and giving it to a person of your choice. You can ask a member of staff to help you write a complaint.

If your complaint can be sorted out by the staff, then it will be done very quickly.

If you are not happy with what the staff have done about your complaint, you can go to the Head Teacher.

When you do this, the Head teacher will write you a letter to say that they will deal with your complaint.

They will talk to you about it, and maybe talk to other Students or staff. This is called an investigation.

They should do this and have your complaint dealt with in 7 working days.

If you are still not happy with what they have done, then your complaint will be given to the Operations Manager or Director of Phoenix Learning and care. They have to sort your complaint within 28 days.

If your complaint is not sorted out in 28 days, then it might be sent to Social Services. They will send a Social Worker to come and talk to you about your complaint. They will also check all the things that the staff have done about your complaint.

If your complaint is about someone hurting you, then the staff or the Head Teacher will help you right away.

They will have to tell Social Services so that you are safe.

It is very important that you feel safe and happy at School. The staff will do all they can to help you.

If you feel that you cannot or do not want to tell the staff about a problem you have, you can phone or email the following people who will listen to you.

These are:

Childline : 0800 1111 www.childline.org.uk

N.S.P.C.C. : 0808 8005000 NSPCC.org.uk

Talk To Frank : 0800 776600 www.talktofrank.com Text. 82111



Your Rights Your Say

The Children's Commissioner (Anne Longfield) listens to the views of children who live away from home and he reports what they have to say to the Government so that they can be considered when decisions are made about how children should be looked after in the future.

There "help@home" website which you can look at is:
<https://www.childrenscommissioner.gov.uk/help-at-hand/>

You can telephone them on: 0800 528 0731

Or email them at: Help.team@childrenscommissioner.gsi.gov.uk



Ofsted

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