



Si Sports

Complaints

policy.

Approved by: Simon Seal	Date: 25/06/23
Last reviewed on: 25/06/23	CP.1
Next review due by: 25/06/24	
Next Review October 2025	Review 09 th October Simon Seal & Tracey Hall

Introduction

At Si sports we are proud of the quality of teaching and pastoral care provided to students and we are committed to continuous improvement. We therefore welcome feedback, and all concerns are considered seriously and always with a view to seeking a resolution at the earliest opportunity. It is Si sports Policy to investigate all concerns and complaints in a timely and non-adversarial manner.

In our experience, most concerns can be resolved speedily and appropriately using our staged complaints procedure. Occasionally, a concern will be too serious to be handled by the initial Stage One, perhaps needing greater investigation or because the person concerned may not feel that the outcomes have been acceptable or adequate. In such circumstances, the concern will become a complaint and the formal procedure below will be followed. In all cases, every effort will be made to resolve the issue at Stage 1 of the process.

The Complaints Procedure (Stage Two/ Three: Formal)

Stage One- Informal:

Complaint heard by staff member if a parent or guardian is concerned about anything to do with the education that we are providing at our provision, they should, in the first instance, discuss the matter with a member of staff. Most matters of concern can be dealt with in this way. All Si sports staff work very hard to ensure that each child is happy at our provision and that they are making good progress. They always want to know if there is a problem so that they can act before the problem seriously affects the child's progress. All parental concerns are logged and then referred to the senior staff member (Callum seal) If a parent or guardian feels that they would have difficulty discussing a complaint with a member of the Si sports team, the parent/guardian will be able to approach a member of staff and ask for senior staff member (Callum seal) and can directly approach the complaint with them. Most complaints are normally resolved at this stage. If a parent or guardian is unhappy with the outcome, they can make a formal complaint as outlined below.

Stage Two:

Complaint heard by Deputy DSL–Tracey Hall. If the parent or guardian feels the situation has not been resolved at Stage One, or that their concern is sufficiently serious, they should make an appointment to discuss it with the Deputy DSL – Tracey Hall. The Deputy DSL takes each individual case very seriously and will investigate each case thoroughly. The Deputy DSL may delegate the task of collating the information to another Si sports staff member, but NOT the decision on the action to be taken.

Stage Three:

Complaint heard by Company Director – Simon Seal. If the steps above fail to be resolved the issue should be made in a formal method to Si sports. This complaint must be made in writing, stating the nature of the complaint and how the provision has handled it so far. The Company Director will indicate at the beginning how long they expect an investigation to take which would preferably be no longer than 20 working day. The Company Director may need to investigate more serious complaints with some detail, therefore more essential time may be needed to complete. The Company Director may feel it would be necessary to arrange a meeting to review the complaint and request the complainant(s) to attend the meeting so that they can explain the issues in more detail. Si sports will give at least three days' notice prior to the meeting for all parties. The Company Director can:

- Reject the complaint in whole or part.
- Support the complaint in whole or in part.
- Decide on the appropriate action to be taken to resolve the complaint.
- Advise changes to the provision or procedures to ensure that problems of a similar nature do not recur.

After listening to all parties and all the evidence, the Company Director will consider their conclusion and inform the parent or guardian about the event in writing. The Directors will do all they can at this point to resolve the complaint to the parent's or guardian's gratification.

If any parent or guardian is still not gratified that the complaint has been dealt with accurately, then they are entitled to appeal to:

**The Secretary of State for Children, Provisions and Families, DFE,
Sanctuary Buildings,**

**Great Smith Street,
London,
SW13BT.**

Monitoring and Review

The Directors monitor the complaints policy and procedure to ensure that all complaints are handled properly. Si sports logs all complaints received by the provision and records how they were resolved. Directors examine this log on an annual basis. Directors consider any local or national assessments that affect the alternative provision complaints process and make any modifications necessary to this policy. This policy is made available to all parents and guardians which means they can be properly informed about Si sports complaints process.

This Complaints Procedure does not apply to issues concerning the curriculum, admissions, statutory assessments of SEN, school reorganisation proposals, school exclusions or any decisions which are subject to separate appeals procedures. Concerns from members of staff are dealt with under Si sports Grievance Procedure and concerns about staff conduct and capability are also subject to separate investigative procedures.

All complaints and expressions of concern, whether raised informally or formally, will be treated confidentially and correspondence, statements and records will remain confidential except where disclosure is required when legal obligations prevail.

The policy will be reviewed every year unless guidance/legislation/experience requires an earlier review.