

## Complaints Guidance

**Written:** 02.03.19

**Updated:** 28.10.20.

**It should be read in conjunction with the Health and Safety Practices, Relationship Policy and Child Protection Policy.**

Information has been sought from the following documents:

<https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/690495/La\\_Guidance\\_March\\_2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/690495/La_Guidance_March_2018.pdf)

### Parents

Therapeutic Teaching aims to work with children, young people and their families with the child's wellbeing and happiness at the centre of the partnership. Your child's views and your views are sought on a termly basis and invited at any point in my involvement with you.

I set out to promote equal partnership in the decision making about your child's complementary provision. I aim to support the child through assessment, advice and recommendations for their educational provision. However, if for any reason you feel that there is a mismatch in our understanding of desired outcomes or expectations or any concerns about your child's wellbeing in our care I welcome your views and feedback in person, first and foremost. You can be assured of an active listening ear to your concerns.

### Educational Settings/ Individual customers

Please contact me in the first instance of any dissatisfaction with the service provided. This might be consultation or training. [cath@therapeuticteaching.uk](mailto:cath@therapeuticteaching.uk) Tel: **07864037596**

If you have purchased training: Please refer to the [Terms and Conditions of Online Training](#) .

If you have purchased consultation: please refer to the Agreement of Involvement and Terms of Service.

Any misunderstanding of the expectations can most readily be resolved through informal discussion. If a parent or setting feels that information has been misrepresented the accuracy of this information can be discussed through a formal meeting.

## **What is a complaint?**

A complaint is an expression of dissatisfaction or disquiet which may be about an event that has happened, failed to happen or the way in which something was handled.

The vast majority of concerns can be resolved informally between us. It is important that you know that the relationship is not at stake should you feel there is a need to make a complaint. I seek to understand your views and a way forward at the earliest possible stage. Having an informal chat about your concerns can be the most effective way for us to better understand the feelings and perceptions we have. We can record our discussion informally as well so that the experience feels empowering and supportive.

However, if you are not satisfied with the outcome, it's helpful to take some time to reflect on what is driving this concern. Sometimes a formal procedure would then need to be followed.

The procedure described does not include complaints covered by a separate statutory procedure, for example: complaints about the National Curriculum; attendance reporting; referral procedure; statutory assessments of Special Educational Needs (SEN); matters likely to require a Child Protection investigation and the teacher's driving competence (where a child is transported).

**If you have a complaint about your child's safety and emotional wellbeing due to professional conduct – please talk to me in the first instance. It is hoped that you would feel reassured when the situation has been clarified.**

**If you have any further concerns they should be reported:**

Essex: Essex duty LADO (Local Authority Designated Officer) Telephone: **03330 139 797**

Suffolk: Local Authority Designated Officers can be contacted for allegations against all staff and volunteers via Email on [LADO@suffolk.gov.uk](mailto:LADO@suffolk.gov.uk) or LADO central telephone number **0300 123 2044**.

If you have a complaint about your child's school refer to the school's own policies that have been agreed by their governing body. You should check which policy is relevant to your concern before proceeding with a complaint.

For complaints to be investigated fully you need to give full information and not make them anonymously. The local authority can investigate where the child is provided with complementary educational provision by Therapeutic Teaching. This would typically be where the service has been commissioned by Essex County Council.

## **What can you expect?**

You can expect a restorative approach – that involves active listening and empathy.

Transparent recording of our discussion that will be kept on file and reviewed if necessary. You will receive a copy of this discussion.

Ask for further information, I am only too happy to provide information. The more information you have the better able you will be to discuss the matter.

Refer to the agreement signed between parents and child at the induction stage.

Check policies on the website: <https://therapeuticteaching.uk/information/>

You can seek support from independent bodies such as Citizens Advice (<https://www.citizensadvice.org.uk/>), community relations centres and Advisory Centre for Education (<http://www.ace-ed.org.uk/>) etc.

If all attempts to resolve the complaint have been unsuccessful, for most schools you may refer your complaint to the Secretary of State for Education at the Department for Education (DfE), Sanctuary Buildings, Great Smith Street, London, SW1P 3BT. For more information, please visit: <https://www.gov.uk/government/organisations/department-for-education>

**DfE - interactive form:**

[https://form.education.gov.uk/en/AchieveForms/?form\\_uri=sandbox-publish://AF-Process-f1453496-7d8a-463f-9f33-1da2ac47ed76/AF-Stage-1e64d4cc-25fb-499a-a8d7-74e98203ac00/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen](https://form.education.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-f1453496-7d8a-463f-9f33-1da2ac47ed76/AF-Stage-1e64d4cc-25fb-499a-a8d7-74e98203ac00/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen)

**Catherine Stephenson**

**Owner - Therapeutic Teaching**