YSGOL RHIW-BECHAN

Ffrindiau Yn Cyd Ddysgu
Friends Together, Learning Together

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Tel: 01686 650303 Email: office@rhiwbechan.powys.sch.uk

COMPLAINTS PROCEDURE

This policy was adopted by Bechan Bach and Governing Body: Sept 2023

Signed: _____ Person Responsible Review date: Sept 2024

Bechan Bach aims to work in partnership with children and their families. We welcome all suggestions on ways to improve our provision. We take all concerns or complaints seriously and will give prompt attention to worries and anxieties. All concerns will be handled fairly and sensitively, with due regard given to

confidentiality. All complaints will be considered or investigated, and the complainant will be notified of their right to discuss their complaint with the LA (Local Authority) or CIW (Care Inspectorate Wales) at any time.

1 Parents/Carers should speak to the setting Leader and try to resolve problems **informally.**

Setting Leaders: Mrs Carol Timms and Mrs Terri Owen
Telephone: Ysgol Rhiw-Bechan 01686 650303

A private meeting will be arranged.

2 If there is no satisfactory outcome or the problem recurs, the parent/carer should request a meeting with the Head Teacher, Mrs A Whitticase (Responsible Individual), Ysgol Rhiw-Bechan, 01686 650303.

Parents will be encouraged to put their concerns in writing. A written record of the meeting will be made and agreed.

Parents/carers will be advised of any advocacy services which may be of benefit to the prompt resolution of the complaint.

All complaints will be acknowledged within 2 working days.

All complaints will be resolved where practicable within 14 days. This may be extended to 28 days with the complainant's consent.

A complaint which is to be dealt with **formally**, must be dealt with as soon as practicable and within 35 days. A formal written response will be provided. A complaints form can be used. See Appendix 1:

3 All Parents/carers have the right to contact Ysgol Rhiw-Bechan's Governing Body. Full details in relation to The Governing Body Complaints Committee are detailed in the Ysgol Rhiw-Bechan Complaints Policy, Bechan Bach Prospectus/School Prospectus and the School website.

4 Parents/carers may wish to contact the CIW to discuss unresolved or serious concerns or complaints. However, CIW are not a complaints agency and will only deal with complaints in relation to children welfare.

How to raise a concern:
You can also raise a concern via CIW.

- Tell us CIW face to face by visiting one of their regional offices, or speaking to inspectors during an inspection
- Phone: 0300 7900 126
- Email: CIW@gov.wales
- Write:
  Care Inspectorate Wales
  Welsh Government
  Rhydycar Business Park
  CF48 1UZ

The CIW/LA will be informed of all complaints which have not been resolved within 35 days of the request for formal consideration.

The CIW requires an annual summary of all complaints that have been made during the preceding 12 months and the action taken in response to each complaint.

Appendix 1: Complaints form

If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details

Surname	
Forename(s)	
Title: Mr/Mrs/Ms/Other	
Address and postcode	
Daytime phone number	
Mobile phone number	
E-mail address	

How would you prefer us to contact you?

B. **If you are making a complaint on behalf of someone else, what are their details?**

Their name in full	
Address and postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 Name of the school you are complaining about.

C.2 What do you think they did wrong or did not do?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

C.6 What do you think should be done to put matters right?

C.7 Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signature of complainant: **Date:**

Signature if you are making a complaint on behalf of someone else

Signature: **Date:**

Please send this form and any documents to support your complaint to:

[Insert name of complaint handler]
[Insert address and contact details of complaint handler]

Official Use
Date acknowledgement sent:
By whom:
Complaint referred to:
Date:

Appendix 2: Complaints Log

Date and time of complaint
Source of Complaint. *(Was it in person, by phone, by e-mail or in writing? Was it a parent, a neighbour, anonymous? Was CIW involved, if so, give a reference number)*
Nature of Complaint – Give details
Action or outcome of investigation
How was the complainant notified of the investigation? Date
Signature of complainant
Signature of Setting

Date