

# CRAVEN PRS



## COMPLIMENTS AND COMPLAINTS 2012

Drafted	Ratified by Management Committee	Amendment Made	Review Date
July 09	Sept 09	New Policy	July 2012
	July 2012	Minor changes made	July 2015

	Print name	Signature	Date
Head Teacher			
On behalf of Management Committee			

# CRAVEN PUPIL REFERRAL SERVICE



## COMPLIMENTS & COMPLAINTS PROCEDURES

We strive to work at all times in partnership with the parents/carers of all our students and the local community and stakeholders. It is important that you give us feedback on our performance so that we will know when we have done something well or when we need to put things right or improve. Your views help us to evaluate our work. We will monitor your complaints to ensure that we improve our service. We will be delighted to receive compliments which we will feedback to our students and staff.

If you wish to comment on our school please contact us.

You can do this in several ways:

- Make an appointment with your child's keyworker
- Fill in the form at the end of this information
- Ring the school office on 0845 521 3920
- Send an e-mail to [cravenprs@northyorks.gov.uk](mailto:cravenprs@northyorks.gov.uk)
- Fill in the form on the school's website
- Write to us at:

The Snaygill Centre  
Craven PRS  
Keighley Road  
Skipton  
BD23 2QS

### **How do I go about making a compliment or complaint?**

- You can ask a friend, relative, adviser to help you. He or she can write and speak on your behalf at any time
- A member of the School Reception Team may be able to help you; they can be contacted via the school office

### **Talk it over first-either by telephone or in person.**

It is best for a problem to be dealt with as soon as it happens. Try to talk over the problem with a member of the Senior Leadership Team within the school. (Reception staff will arrange this)

If you have tried this and are still unhappy with the response you receive you must take it further. We have 3 stages which need to be worked through. To commence you must complete the form.

Please give enough information to make it clear what you are complaining about and say what you would like the school to do about it.

### **STAGE 1 – Meeting and agreed actions**

Within 5 working days you will receive a letter or phone call from a member of the SLT explaining how it will be handled. The Senior Manager will ask you for more information. They will be asked

to look into your complaint. Usually they will arrange to talk to you in person as a first step to resolving it. You will receive a letter from them explaining the outcome of your complaint. We want to try and resolve your complaint as quickly as possible and most complaints will be successfully dealt with at this stage. If you are not satisfied with the result, you can take the complaint to stage 2.

## **STAGE 2 – Investigation**

To take your complaint further you must notify the Senior Manager who you spoke to/corresponded with in Stage 1. The Senior Manager will interview all the relevant people concerned and carry out any other relevant activities. At the end of this investigation you will receive a written decision about your complaint from the Senior Manager.

If you are not happy after Stage 2 you can ask for the School's Management Committee to review the matter

## **STAGE 3 – Management Committee**

The committee will review the complaint and consider the actions taken by the school. Should they decide the resolution has been unsuccessful or inappropriate they will deal with the issue direct with yourself.

If they judge the work of the school to be appropriate no further action will be taken.

## **STAGE 4 - Local Authority**

If you are still not satisfied with the way that your complaint was handled you can contact the Local Authority who will deal with the issue.

Children & Young People's Services,  
County Hall,  
Racecourse Rd,  
Northallerton

## **Copies of these procedures are available from:**

- The School's website
- The School's Main Office

When returned to school the Headteacher's Admin Staff, will record receipt of the form and the date. In the case of a complaint during school holidays, she will inform parents of the reason for delay. She will advise the nominated Senior Leadership Team member of the date the complainant must have received a letter by.

Data will be collected on both compliments and complaints:

Complaints:-

- Number of complaints per term

- Area of concern
- Action/outcome.
- Timescale/Responsibility

Compliments:-

- Number of compliments
- Nature of compliment
- How the school has acknowledged this to the stakeholder

This will be reported to the Management Committee each term. The School's procedures will be reviewed in the second half of the third term in each academic year.

# CRAVEN PUPIL REFERRAL SERVICE



## COMPLAINT FORM

Please fill in this form if you wish to complain about the school. When you have completed it please return it to: Mr D Hannah, Headteacher, Craven Pupil Referral Services.

Your name: \_\_\_\_\_ Mr Mrs Miss Ms (please delete as appropriate)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Have you already discussed this with a member of our staff?

Yes ☐ No ☐

Who did you speak to? \_\_\_\_\_

What do you wish to tell us?

What would you like to be done to put things right?

**Thank you for giving us feedback.  
Your views are valued and acted upon.  
We always strive to improve our work.**

# CRAVEN PUPIL REFERRAL SERVICE



## COMPLIMENTS FORM

Please fill in this form if you wish to tell us something good about our school. When you have completed it please return it to: Mr D Hannah, Headteacher, Craven Pupil Referral Services.

Your name:\_\_\_\_\_ Mr Mrs Miss Ms (please delete as appropriate)

Address:

Telephone number:\_\_\_\_\_

Have you already shared this with anyone?

Yes ☐ No ☐

Who did you speak to?

What did you like about our work?

What would you like us to do with the information?

**Thank you for making the effort to complete this form.**

**Everyone enjoys a pat on the back!**

**We will celebrate our good work by telling our students, staff and parents.**