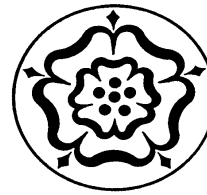




Barnet Partnership for School Sport



QUEEN ELIZABETH'S GIRLS' SCHOOL

High Street

Barnet

Hertfordshire

EN5 5RR

POLICY TITLE: Complaints Policy

STATUS: Statutory

ADOPTED BY: Barnet Partnership for School Sport Board

DATE OF REVIEW: March 2024

DATE OF NEXT REVIEW: March 2025

1. Introduction

1.1 BPSS encourages comments, suggestions and complaints about the service provided to our service users. We want to provide the best possible service and every complaint is an opportunity to look at what we do and make improvements.

This complaints policy has been drawn up to help us deal with complaints fairly and honestly. We will explain how you can complain and provide support if you need it.

We will get back to you within 3 working days to let you know how we propose to handle your complaint and will keep details of your complaint confidentially for the required length of time.

All BPSS staff are trained to understand the benefits of the complaints procedure, how to support service users to complain, and how to help them feel comfortable about complaining if they need to.

1.2 For the purposes of this policy a complaint is defined as: An expression of dissatisfaction, however made, about the standard or quality of service, action or lack of action by BPSS, or its staff, which has affected an individual or group of individuals in receipt of our service.

2. Principles

2.1 When responding to a complaint we will adhere to the following principles:

a) Those who complain will be given a clear response in writing to their complaint within clearly defined timescales and in a sensitive and sympathetic manner.

b) We will use evaluation of complaints to improve the service.

c) Complaints will be well managed, objectively considered and the process aimed at resolving problems as soon as possible in a manner, which respects confidentiality and privacy.

d) An independent advocate who is not employed by or otherwise connected with BPSS can be suggested to support service users with a complaint. Service users may wish to select their own advocate, or approach organisations that provide such services.

e) The complainant will not be discriminated against for making a complaint.

3. Scope

3.1 This policy and procedure relates to all services provided by BPSS. Complaints can be made by any of the following:

- Service user
- A family member, carer, friend or guardian
- A concerned member of the public
- An individual or organisation with a legitimate interest or concern regarding BPSS or its staff.

3.2 Any complaint or allegation which indicates possible or actual abuse of a service user will be dealt with via the relevant BPSS Policy.

4. Complaints Procedure

4.1. Service users should email their complaint to j.eames@qegschool.org.uk at an appropriate point and be taken through the process in an understandable manner.

4.2. All complaints will be recorded in a Central Complaints Log by the Strategic Manager, with the outcomes, and be monitored by the Strategic Manager. Service users completed Complaints Forms will be kept in a separate recording folder. An audit of complaints and outcomes will be provided to the Board of BPSS at least annually to ensure good governance of this important safeguarding measure.

4.3 The procedure encompasses the following stages:

Stage One - Informal

- This stage may be used to advise a member of staff or the manager of a particular problem allowing them to resolve the matter quickly and at a local level. The manager should respond to the complaint either verbally or in writing within 3 working days.

If this complaint has not been resolved at this stage it will become formal.

Stage Two – Formal

- This stage involves the Strategic Manager of BPSS. They will acknowledge the complaint within 5 working days of receipt and respond to the complainant in writing, again within 20 working days, to advise of the outcome. This stage provides an opportunity for this Strategic Manager to review action taken to date and the decision reached. It also provides an opportunity for first time complaints of a serious nature, or any complaint made specifically about the Strategic Manager, to be heard at Board Level.

If a formal complaint has not been resolved a formal letter can be sent to the board by the complainant.

Stage Three – Board level

- This is the final stage and is aimed at providing an opportunity for complainants to have their complaint heard by the Board of BPSS, who are ultimately responsible for the service, where:
- The complainant seeks a final internal appeal of an earlier decision;
- The complaint is a policy or resource issue normally handled by Strategic Manager;
- The complaint is about misconduct by senior management level staff.
- The Board will acknowledge the complaint within 5 working days of receipt and respond to the complainant in writing within 20 working days, to advise of the outcome.

5. External bodies to which complainants may refer directly

- School representatives who may be responsible for the service user

6. Extending response timescales

6.1 Complaints of a more complex nature may take longer than the specified time limits to investigate. If this is the case, the complainant will be informed by the appropriate BPSS manager of the reasons why the timescales cannot be met and when they can expect to receive a full response.

7. Informing relevant people

7.1 BPSS will advise any relevant personnel whenever a service user makes a complaint about our service and the outcome of that complaint in line with the above timescales.

7.2 In some instances for certain complaints it may be appropriate for the service user's family or an appropriate support person (advocacy service) to accompany them during investigation of their complaint.

8. Conclusion

Dealing positively with complaints, and encouraging appropriate complaints to be properly dealt with, will not only improve the service we provide in BPSS, it will provide the added reassurance to service users and their families that their comments and views are being properly addressed.