



South Tyneside Council



The Beacon Centre
Leading The Way To A Brighter Future

COMPLAINTS POLICY 2021 / 2022

Reviewed by:	Signed:	Date:	Review Date:
Head Teacher			
Leadership Team			
Management Committee			



South Tyneside Council

Complaints Policy

Safeguarding

We are committed to create and maintain a safe learning environment for all pupils and staff and where there are child welfare concerns, taking action to address them, in partnership with other organizations and agencies, where this is appropriate.

(Education Act 2002/ Children's Act 1989)

This policy is one of a series of The Beacon Centre integrated safeguarding portfolio. Our core standards for promoting the welfare of pupils are listed in our Safeguarding Policy.

Complaints

We aim to provide high-quality services for all members of the public. We accept that things can sometimes go wrong, and we need to know when you are not happy with our service. We see any complaints as an opportunity to improve our services.

What is a Complaint?

A complaint is when you tell us you are not happy. For example, if: we do not deliver a service on time; we give you the wrong information; you receive a poor-quality service; or you have a complaint about a member of staff.

Our Promise to You

We are committed to putting you first and providing a quality customer service. This includes dealing with any complaint you may have. We will deal with your complaint quickly and fairly. We will tell you what is happening with your complaint and we will do everything we can to help you. We will do our best to treat the information you give us in confidence. We will explain our decision. We will use complaints to review and improve the way we provide services. If you make a complaint, it will not affect your rights to receive or use a council service.

How do I make a complaint?

You can complain in person, by phone, by letter or e-mail to Miss Katherine Walton kwalton@thebeaconcentre.net Tel: 4546254

If you prefer, you can ask a friend or relative to speak or write to us for you. When you contact us, please make sure to:

- Give your name, address, and phone number; and tell the person you speak to what your complaint is.
- If your complaint is about a member of staff, you should direct your complaint to the manager, not to other members of staff.
- By law, we need to deal with some complaints in a different way. If so, we will tell you and give you more information.



South Tyneside Council

Step 1

We will try to deal with your complaint informally. This means that you should phone or take your complaint to the Head Teacher / Chair of the Management Committee who will deal with your enquiry. Our staff will do their best to settle your complaint without you needing to do anything else.

Step 2

If you have spoken to the Head Teacher/ Chair of the Management Committee about your complaint but they have not been able to put things right, or you are not happy with the result, the next step is for you to make a formal complaint. At this stage, you should put your complaint in writing. Please ask a member of staff if you need help in writing your complaint. Again, if you prefer, a friend or relative can help you with this. We will write to you to let you know we have received your complaint; by letter within 3 working days or for complaints received by e-mail within 1 working day. We will give you the name of the senior manager who will investigate your complaint. This information will make it easier for you to contact the person dealing with your complaint if you need to.

The senior officer will:

Investigate your complaint for the director; take any necessary action; and make sure you receive a written reply within 15 working days. If your complaint needs more investigation, and we cannot send you a written reply within 15 working days, we will write to you and let you know when you will receive a written reply.

Step 3

If you have been through steps one and two and are still not happy with the results of our investigations, you can ask our Head Teacher to review your complaint. The complaints officer will write to you to let you know:

- we are reviewing your complaint;
- approximately how long it will take us to investigate; and
- when you will receive a written reply.

Ombudsman

The Head Teacher will also be able to help you if you would like your complaint to be passed to the Local Government Ombudsman. You can contact the Local Government Ombudsman about your complaint at any time. You will find the Ombudsman's address and phone number at the bottom of this page. You can get leaflets about how to complain to the Local Government Ombudsman from any of our offices, the reception areas at the civic centre or any library. Alternatively click on the following link to the Ombudsman's website www.lgo.org.uk

Is there anyone else who can help?

Apart from asking for help from a friend or relative, you can contact an independent person or organisation, for example:

- local councillor
- MP
- a solicitor



South Tyneside Council

- Citizens Advice Bureau

Comments

As well as learning from complaints, we want to know any comments or suggestions you may have to help us improve our services. You can do this by telling a member of staff about your comment or suggestion or by putting your comment or suggestion in writing. Please ask a member of staff if you need help in writing your comment or suggestion.