



Complaints Policy

Platform YP endeavours to provide the highest standard of training in the Performing Arts for all of its students in an open and transparent environment. We welcome any feedback that we receive from parents, students and third parties, and we accept that not all of this will be positive. Where concerns are raised, we intend that these will be dealt with fairly, sensitively and in a professional manner.

- Fairly
- Openly
- Promptly
- Without Prejudice

In order to do so, the governing body of Ash Manor School has approved the following procedure which explains what you should do if you have any concerns about the school.

Complaints Procedure

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. The majority of issues can be resolved quickly by an early conversation. If you remain dissatisfied you can complain in writing by letter or email to:

Tracey Eley
8 Overbury Avenue
Wokingham
RG41 1LB
tracey@platformyp.co.uk

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible including a desired outcome to their complaint (although this will not guarantee such an outcome)
- co-operate with Platform YP in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Principal will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day of classes after the holiday period.

Audio or video evidence

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings. We do not normally accept electronic recordings as evidence when we are asked to consider a complaint. Unless exceptional circumstances apply, we will not accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

Scope of this Complaints Procedure

If a complainant commences legal action against Platform YP in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, Platform YP wants to resolve the complaint. We will acknowledge whether the complaint is not upheld, or upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Formal complaints

Summary of timeline for formal complaints

Principal or member of the Platform YP team Investigation - Summary

- The complainant makes a formal complaint
- Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 20 working days of receipt of the formal complaint.

Note: In all cases, timescales refer to week days so exclude weekends and dates beyond the Platform YP term.

Formal complaints must be made to the Principal as previously stated.

At the conclusion of their investigation, Platform YP will provide a formal written response in the time frame stated above.

If Platform YP is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Platform YP will take to resolve the complaint.

Unreasonable complaints and serial and persistent complainants

Platform YP is committed to dealing with all complaints fairly and impartially, and to providing a high quality service. We will not normally limit the contact complainants have with us. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Platform YP defines serial and unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint
- refuses to co-operate with the complaints investigation process
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on

- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides false information
- publishes unacceptable information on social media or other public forums

Complainants should try to limit their communication with Platform YP that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

In response to any serious incident of aggression or violence, we will immediately inform the police.

Parents also have the right to escalate concerns to the Local Authority:

Children's Social Care
or call 0118 908 8002

triage@wokingham.gov.uk

Local Authority Designated Officer

LADO@wokingham.gov.uk

Child Employment Officer

childemployment@wokingham.gov.uk