



**MUNTHAM HOUSE SCHOOL**

# COMPLAINTS PROCEDURE POLICY

## **Complaints Procedure Policy**

Muntham House School is a safe, caring, happy and positive community, dedicated to supporting the individual special needs of pupils. We work for effective improvement in learning and social behaviour so that our pupils can make the right choices in the wider community and move forward with society.

### **Introduction**

Clearly as with all institutions and communities' people who are part of that community or who are connected to that community may feel from time to time dissatisfied and need an open and transparent process for making a complaint. The following process is a way in which that can happen. Muntham House School is an inclusive community and we, as do many Parents and Carers prefer in the first incidence to deal with any conflicts or misunderstandings on a personal level where we can collectively meet the concerns of Parents and carers in a friendly and informal way. In most cases we are clear that an informal chat with a senior member of staff usually helps to clear up any negative concerns. In this light please phone the school on 01403 730302 to speak to someone in the Senior Management Team or Family Support.

However it may suit some Parents and Carers, to work through a transparent process to make sure for themselves that they have been formally heard and that their complaint has been recorded and passed through official channels.

In this case please follow the process set out below.

Harry Anderson Principal

### **Process**

Muntham House School is a non-maintained boarding and day school for young people with BESD and as such is compliant with statutory instrument 2011 No. 1627 Education The Education(Non-Maintained Special School)(England) Regulations 2011

In the case of a Parent/Carer or Local Authority they should contact the Family Support Team or in the case of a member of staff their relevant Line Manager. A response will be provided by the relevant person. If the complainant is not happy with this response they should write a formal letter of complaint to the Principal at Muntham House School outlining the matter of the complaint and the response of the Line Manager or Family Support Team.

The Principal on receipt of the letter will respond with either a meeting with the member of staff or Parent/Carer or LEA. In the case of a Parent, a copy of any meetings or decisions will be sent to the Parent Governor. If the Principal's response is not satisfactory the complaint will be passed to the Chairman of Governors and in the case of a Parent to the Local Authority and Chairman of Governors, setting out the complaint to the relevant officer of the Local Authority and the action taken by the school in way of remediation

Where possible depending on the nature of the complaint, Muntham House School will seek at all times to work in harmony and in the spirit of restoration with Parents, L.A. and Staff; in most cases a face to face meeting is seen as the best way forward. A record of such meetings will be kept for all parties.

## Complaints Procedure Policy

If the formal process is preferred a decision by the Governing Body regarding the complaint will be made in writing and passed to relevant parties and a record held centrally.

With regard to pupils, the procedure is different in that the young person should complain to their Tutor or Keyworker and the matter brought directly to the Principal. If the complaint is against the Principal the matter will be handled by the Chair of Governors.

IN THE CASE OF CHILD PROTECTION ISSUES MUNTHAM HOUSE SCHOOL FOLLOWS THE PAN WEST SUSSEX GUIDELINES AND PROCEDURES TO THE LETTER.

The Trustees & Governors Muntham House School.

**Last reviewed:** September 2024

**Next review due:** September 2025