



## How to record complaints on RADAR – Stage A and B needs to be included.

### Complaints Policy

Policy Number:	EDW/POL/002	Author/Reviewer:	Sarah Raison
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Print & Keep on File:	Required <input checked="" type="checkbox"/>	Not required <input type="checkbox"/>
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#### 1. Supporting Documents

This policy must be read in conjunction with:

- Safeguarding Children in Education Policy – Wales
- Independent School Standards (Wales) Regulations 2024
- Keeping Learners Safe: The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002. Guidance Document (272/2021) updated March 2022

#### 2. Introduction

Mynydd Haf School is committed to dealing effectively with complaints. We aim to clarify any issues about which you are not sure. If possible we will put right any mistakes we have made and we will apologise. We aim to learn from mistakes and use that experience to improve what we do. Our definition of a complaint is 'an expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school.' This complaints policy supports our commitment and is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and, if well-founded, addressed in an appropriate and timely fashion.

It is essential to good management that our students, their parents, carers and other adults involved in their welfare have a clear understanding of the procedures for dealing with any problems they may encounter within the school. Although the policies for parents/concerned adults and students must be compatible there are some essential differences. This results mainly from the fact parents and other adults may be some distance from the school at the time a concern occurs. It is recognised that the process of dealing with complaints should inform our practice and assist us in improving the quality of the service we provide.

#### 3. Aim/Scope



This policy document outlines the procedures and levels of responsibility. Detailed guidance for students is contained in the student handbook provided to all students on or prior to admission and is explained to students by the pastoral team during induction. In addition to the complaints handout, which is prominently displayed in the student areas, students are also provided with a copy of the handout, which helps explain the complaints procedure and how to access it.

Details of how to complain are available to parents/concerned adults, from the school office upon request. We recognise the rights of all to involve external agencies in dealing with their complaints

Standard 7 of the Independent School Standards (Wales) Regulations 2003 requires independent schools in Wales to have a written policy and procedures for dealing with complaints and to publicise such procedures. Regulation 7j states that a written record of all complaints must be kept by an independent school.

#### **4. Definition**

##### **Parents and concerned adults**

It is the schools policy to encourage all parties to raise concerns at an early stage, as it is recognised that it is a natural emotion to have concerns about the well being and welfare of any child away from home. With this in mind, the policy covers both informal and formal procedures.

#### **5. Policy content**

##### **Concerns**

##### **5.1 Informal concerns**

**5.2** All involved parties are encouraged to contact a member staff as soon as they have any worries and concerns. This contact will normally be made by telephone to the staff, who will attempt to provide support, answer the concern, and inform the teaching staff of the concern.

**5.3** If it is impossible to answer the concern immediately the staff receiving the call will inform the senior management, who will investigate and provide an answer within twenty four hours.

**5.4** If the answer is unsatisfactory to the concerned party, then they will be advised to, and assisted in, accessing the formal complaints procedure.

##### **5.5 Formal concerns**

**5.6** The Head Teacher will investigate all formal complaints received by the school either verbally or in writing, and a written resolution will be provided within five school days.

**5.7** Where the Head Teacher finds the complaint to be of a serious nature, which requires action beyond her authority, the complaint will be passed to a Regional



Manager or Director of Keys, who will investigate the complaint further and provide a written resolution within ten school days.

- 5.8 Where a complaint is against the Head Teacher of the school, a Regional Manager or Director of Keys will be the lead person in investigating the complaint.
- 5.9 All formal complaints will be recorded on RADAR

### **Complaints review panel**

- 5.10 Where a parent or concerned adult remains dissatisfied with the written response provided by the Head Teacher, an appeal can be made in writing to the Directors to review the complaint at a Complaints Review Panel
- 5.11 The complaints review panel will consist of a Director, the HR Manager or Independent visitor and a senior member of staff, all of whom must not have been directly involved in the matters detailed in the complaint.
- 5.12 This meeting will be convened within five school days from the date of the application.
- 5.13 The complainant may be invited to attend the complaints review panel meeting, should they have expressed a wish to do so, and may of course be accompanied by a partner, friend, or legal representation.
- 5.14 The Chair of complaints review panel will notify and provide a written copy of the panel's findings and recommendations to the complainant, Head Teacher and where relevant the person complained about.
- 5.15 The decision of the panel will be final.

### **Records and Confidentiality**

- 5.16 All complaints dealt with by the school will be recorded on a numbered complaints form, which will specify at what stage the complaint was resolved, and whether it was necessary to refer the complaint to the Complaints Review Panel. The complaints file held by the Head Teacher will be securely stored in the Head Teacher's office.
- 5.17 All complaints will be entered into the complaints register held in the Senior Head Teacher's office, recording the number of the complaint form for cross referencing.
- 5.18 All complaints are to be treated as confidential and information regarding complaints will only be passed to those professionally involved on the basis of their need to know for professional reasons.
- 5.19 Records relating to all complaints will be held locally within the school and within RADAR (an electronic record)
- 5.20 All records relating to a complaint at Stage 1 investigation will be held locally within each school and notified on RADAR.
- 5.21 All records relating to a complaint at STAGE 2 investigation will be held locally within each school and notified on RADAR.



## 6. Responsibilities

- 6.1 Head Teacher will review and sign all complaint reports.
- 6.2 The independent person, from the examination of the complaints register will select a sample of complaints for review on each visit.
- 6.3 The Head Teacher will submit a monthly report on complaints to the Directors.
- 6.4 If you are a young person and need extra assistance the Welsh Government has established MEIC which is a national advocacy and advice helpline for children and young people. The number is: 080880 23456, or text: 84001.
- 6.5 Advice and support can also be accessed from the Children's Commissioner for Wales. 0808 801 1000 (Monday to Friday 9a.m. to 5p.m.), text: 80 800 (start your message with COM) or e-mail: [advice@childcomwales.org.uk](mailto:advice@childcomwales.org.uk). If you contact the Welsh Government they will return the complaint to the Local Authority.
- 6.6 **Complaints and Child Protection** - Where a complaint is found to be a Child Protection matter, the Child Protection Procedures take precedence over the complaints procedure.

## 7. Training Requirements

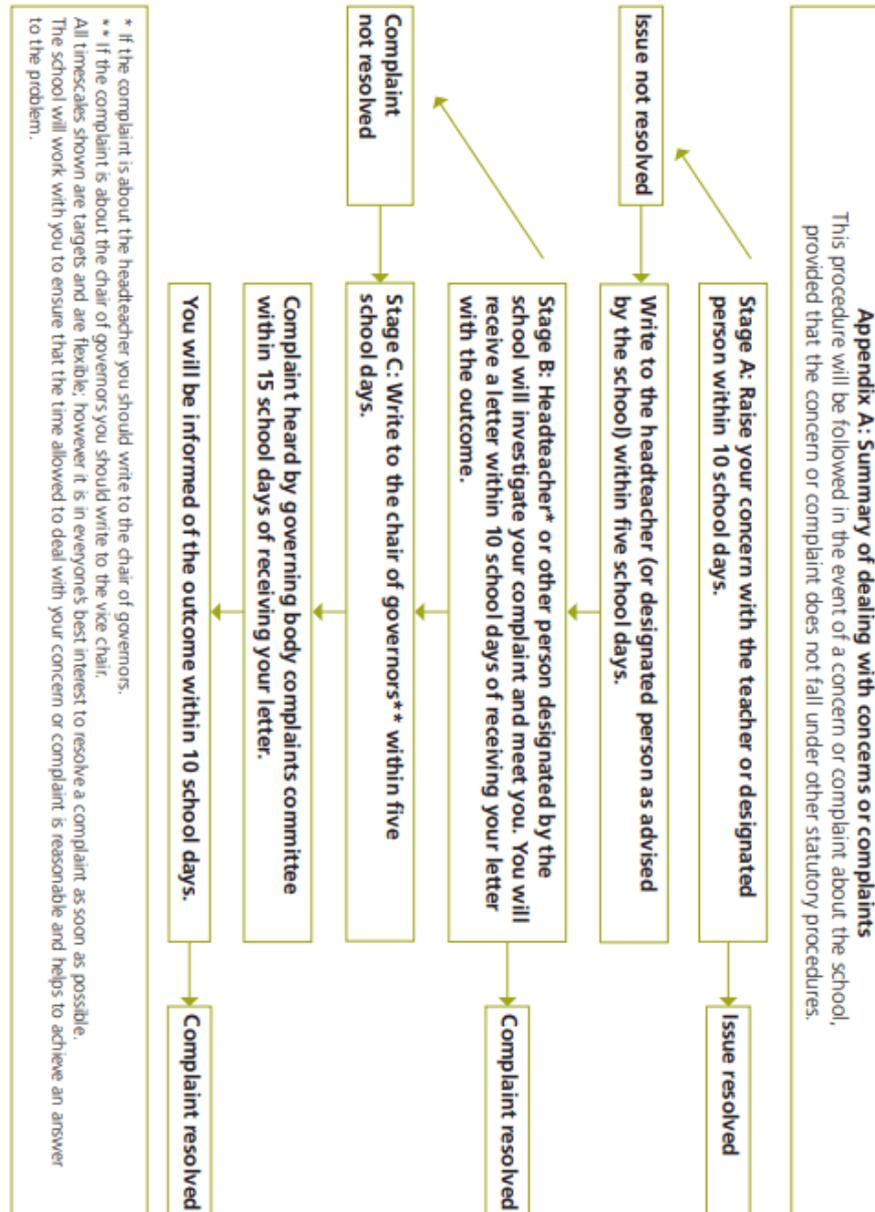
Head Teacher will ensure that familiarisation with this policy is a part of the induction process for all employees.

## 8. Equality Impact Statement

All relevant persons are required to comply with this policy and must demonstrate sensitivity and competence in relation to diversity in race, faith, age, gender, disability and sexual orientation. If you, or any other groups, believe you are disadvantaged by this policy please contact the Head teacher. Keys Group will then actively respond to the enquiry

Appendix A

**Appendix A: Summary of dealing with concerns or complaints**



Complaints procedures for school governing bodies in Wales  
Guidance document no: 011/2012  
Date of issue: October 2012