GUIDANCE FOR PARENTS WISHING TO RAISE A CONCERN OR MAKE A COMPLAINT

I have a concern about something at CHF - what should I do?

Please tell us straight away! However large or small a concern, even if it's just a niggle or an irritation, tell us so that we have an opportunity of putting it right before it grows into something more. Please also remember that if you have a concern, it's likely that someone else might be thinking along the same lines.

So please don't be reluctant to share – talk to us!

What will happen?

1. The member of staff you speak to will try to resolve your concern informally and as quickly as possible, and feedback any actions taken. Your concern will be recorded.
2. If your concern relates to safeguarding or pupil welfare, it will be immediately reported to the Safeguarding Team.
3. If your concern is of such severity that it would be inappropriate to pursue an informal route, it will be reported to the Service Manager who will instigate the formal complaints procedure.

I'm dissatisfied with the response/actions taken so far - what's my next step?

Ask to see a Senior Manager (contact details on page 2 and 3) so that you can discuss the situation. Any decisions or outcomes from this meeting will be confirmed in writing to you and shared with relevant staff.

I'm still dissatisfied – so how do I make a formal complaint?

1. Contact the Service Manager, e.g. Headteacher, Director of Care and let them know you wish to make a formal complaint, giving them as much information as possible. They will ensure that your complaint is logged and will send you a copy of the Complaints Policy. They will try to resolve your complaint and, if the complaint is resolved, they will write to you by letter/email to set out what has been agreed.
2. If, after talking to the Service Manager, you would like to take your complaint to the next stage, the Service Manager will inform the Complaints Co-ordinator, who will instigate the formal process:
    - You will receive a formal acknowledgement within 3 working days from the Complaints Co-ordinator. The letter will give you the names of the Investigating Officer and a complaint reference number.
    - The investigation will start as soon as the complaint has been received.
    - The Investigating Officer will aim to complete the investigation as soon as possible, or within 35 working days from receipt. If more time is needed, we will contact you to discuss.

Chailey Heritage Foundation is a Registered Charity 1075837 and registered in England as a Charitable Company Limited by Guarantee 3769775

3. The outcome of the investigation and actions taken or proposed will be shared with you by letter/email which will include a Complaint Response Form for you to complete and return.

I'm not satisfied with the response - what can I do now?

1. You can appeal.

2. You need to raise your appeal by returning the Complaint Response Form or by writing to the Chief Executive within 15 working days of receipt.

3. Complaints about Chailey Heritage School:
   - The review will be undertaken by an independent person within 15 working days.
   - The outcome will either state that no further actions are required or specify the changes required to the written response and actions.
   - This is the end of the formal complaints process.

4. For all other complaints:
   - The Chief Executive will respond in writing within 5 working days, detailing the arrangements for an appeal.
   - You will be offered the opportunity of an appeal to be heard by a Governors' or Trustees' Appeal Panel or the option of an external review.
   - The outcome of the appeal will be shared with you in writing within 5 days of a decision being made.
   - The decision of the Appeal Panel is final, and this is the end of the formal complaints process.

USEFUL INFORMATION:

Chailey Heritage Foundation
Haywards Heath Road
North Chailey
East Sussex
BN8 4EF

Tel: 01825 724 444
Email: office@chf.org.uk
Website: www.chf.org.uk

Chailey Heritage Foundation is a Registered Charity 1075837 and registered in England as a Charitable Company Limited by Guarantee 3769775

GUIDANCE FOR PARENTS WISHING TO RAISE A CONCERN OR MAKE A COMPLAINT

SENIOR MANAGERS

Chief Executive:	Gareth Germer
Headteacher:	Richard Green
Deputy Head:	Emma Dewe
Director of Care:	Eirian Levell

Complaints Co-ordinator: Emma Wasyliw

Complaints Policy

The Policy is available on request to the Complaints Co-ordinator, any member of staff, or via website: Policies | Chailey Heritage Foundation

Chailey Heritage Foundation is a Registered Charity 1075837 and registered in England as a Charitable Company Limited by Guarantee 3769775