

## Complaints and Compliments

### Introduction:

This document sets out the policy and procedures that cover the receipt of compliments and complaints to The Loddon Foundation.

It incorporates into a single framework both statutory/regulatory requirements and best practice guidance from the education and care sectors and other public organisations.

The policy also attempts to reflect expectations of and potential sensitivities for staff, children, parents and families and other stakeholders involved in making and responding to complaints.

### Aims of the Policy

The Loddon Foundation is committed to providing quality services in partnership with children, their parents and families, other professionals and stakeholders.

This means that all stakeholders should have clear information about what can be expected at all stages of a child or young person's school career and be involved in the decisions which affect them, having the opportunity for their views and wishes to be heard and taken into account.

Compliments and complaints are an important measure of how well this is achieved and the Foundation will use them to improve further the quality of services it provides.

This policy requires a clear set of procedures that allow everyone involved to be confident they know what to expect, what is expected of them and the right action to take.

Complaints are also an important part of the governance arrangements of the Foundation. The procedures therefore also define:

- the individual responsibilities of the Board of Trustees and Senior Leadership Team;
- the roles and responsibilities of specified staff;
- the responsibilities of all staff;
- reporting arrangements;
- connections to other Foundation policies, procedures and services.

### Approach to Complaints:

Consideration of whether the The Loddon School's Child protection and safeguarding policy is implicated will always be given to any complaint relating to a child.

The aim is to reach a mutually acceptable resolution early in the complaints procedure so as to reassure the complainant that any concerns are being handled swiftly and effectively. Where this is not possible, the complainant may decide to make their complaint formal. every complaint is properly captured and receives a thorough, personal and speedy investigation and response; and appropriate action is taken to improve services and to make sure issues are resolved.

Stage one	Informal Resolution - acknowledgement of complaint within two working days/discussion with complainant
Stage two	Formal Resolution – investigation of complaint and formal response within twenty working days
Stage three	Governance Panel – formal outcome is appealed – complainant has five working days to appeal to the Chair of Trustees following the outcome of the formal resolution.

#### Approach to Compliments:

Compliments can all too easily be overlooked or forgotten, but they form an important part of any balanced picture of how well the School/company serves its children and other stakeholders. Compliments are not given lightly and should be welcomed with thanks by everyone in the Foundation. When collated, compliments can be measured periodically and can help the School/company to evaluate its services through the eyes of children, parents and families and other stakeholders.

#### Foundation Complaints Procedure:

Full details of the complaints procedure can be found in the Complaints and Compliments Procedure, published on the School website [www.loddonschool.org](http://www.loddonschool.org)

#### Standards:

The CEO (supported by the Senior Leadership Team) has overall responsibility for ensuring a complaint is fully investigated and to work to the standards set out in the procedure.

#### Complaints Resolution:

The company operates a three-stage resolution process.

#### Communication:

The CEO/Senior Leaders will maintain a record of all complaints and compliments, and these will be notified to the Trustees in regular email briefings and reported in full at the quarterly Board of Trustees meeting.

The CEO/Senior Leaders may also communicate complaints (outcomes) and compliments to staff either directly in Foundation meetings or via the weekly Foundation communication, "Newsense".

Complaints and Compliments may be reported to Ofsted/DfE/BILD/ Local (commissioning) Authorities by the CEO/Senior Leaders. Regardless, the Complaints and Compliments file is available for inspection.

Complaints and Compliments will also be reviewed at monthly Quality Management meetings at through Senior Leadership/Governance meetings.

All correspondence, statements and records relating to individual complaints shall be kept confidential except where the Secretary of State or a body conducting an inspection under The Education (Independent School Standards) Regulations 2014 requests access to them.

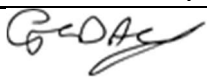

#### Reference Documentation

##### Local:

Whistleblowing Policy  
Child Protection and Safeguarding Policy  
Complaints and Compliments Procedure  
Complaints/Compliments Form  
NVQ Centre Complaints Procedure  
LT Complaints Procedure (specific to PROACT-SCIPr-UK®)

##### External:

The Children's Home (England) Regulations 2015  
The Education (Independent School Standards) Regulations 2014

Date	Summary of Changes	Signature (Chairman of Committee)	Date of next review
September 2024	Insertion of CEO		September 2025
April 2025	Insertion of three stage resolution table to reflect procedure.		September 2025