



The Linden Centre
Assessment & Intervention
Short Stay School



Complaints Policy

Date Created:	24 th November 2015
Date Reviewed	24 th November 2015
Date For Review:	24 th November 2016

This procedure is laid down under the Education Reform Act for dealing with complaints about the action of the Management Committee and the LA in respect of the centre curriculum and related matters. Under the Citizens' Charter, we are required to have a written procedure for dealing with complaints. The procedure is formally described in a document which is available at the Main Office/Reception of the centre.

It is hoped that the majority of complaints can be resolved informally in a meeting or over the telephone. It is helpful if any complaints can be put in writing. This will assist us in verifying the problem and in seeking a satisfactory explanation or resolution as quickly as possible. If you would like assistance in setting out your complaint the centre will, if asked, help you do this, facilitating access to translation services where necessary.

The centre promises to deal with complaints as follows:

- formally acknowledge the complaint within five working days
- tell the complainant the name and telephone number of the person looking into your complaint
- respond to the complaint within twenty centre working days (i.e. centre term days) or if it is not possible to give you a complete answer the complainant will be told what is being done to investigate the complaint and how long this will take.
- the complainant will be told if the matter has to be dealt with under a special procedure.

Any complaint, as described above, is initially dealt with by the Lead Teacher. If not resolved, the matter is then referred to the Headteacher. If still not resolved, the LA will establish a formal meeting to settle the matter. Alternatively, if the person who made the complaint is still not satisfied with the outcome at this stage, the next step would be to write to the chairman of the Management Committee, the Local Education Authority or both. Their addresses are supplied below:

Miss Rachael Brown
Head Teacher
The Linden Centre
Oak Road
Overdale
Telford
TF3 5BT

LA
Clerk to the Management Committee
(The Linden Centre)
Telford & Wrekin Council
Civic Offices
Telford TF3 4WF

Where necessary, the Headteacher will arrange for the Management Committee to consider the matter. Even at this stage it is hoped that the complaint can be resolved informally and the Headteacher will attempt to do this if at all possible.