Complaints Policy

Henry David Learning

Woodland Rise School

August 2026 – August 2028

Reviewed: August 2026
Review: August 2027
Proprietary Body Signed off
ZL & JH

At Woodland Rise School we will address complaints:

- As set out in this policy and procedure
- With the pupil at the heart of decision making
- Recognising the pupils' individual difficulties and challenges
- For families and carers with the knowledge they can make complaints
- To resolve the complaint in a timely fashion
- To ensure a fair investigation into the complaint
- Keeping information on record available for Inspection
- As set out below for members of the public to follow along with families and carers
- With information available on the school website

This policy has regard to the Department for Education's Independent School Standards Guidance (April 2026) and meets the requirements of Part 7 of the Schedule to the Education (Independent School Standards) Regulations 2014 which states that the school must have and make available a written procedure to deal with complaints from parents of pupils at the school.

At Woodland Rise School we understand that many of the families and carers have experienced challenges with placements and their approaches in providing education and support to the child.

Our aim is to ensure the highest quality of education, behaviour and emotional support however there may be times where there are genuine concerns regarding the child's experience.

At Woodland Rise School we pride ourselves in ensuring there is a positive relationship with families and carers as placements work best when all parties are working in conjunction. The moment where it is felt this is not the case, we recommend contacting the school and speaking to the appropriate teacher, or a member of the Senior Leadership Team where on most occasions the matter will hopefully be resolved on an informal basis. This would form **Stage 1** of the complaint's procedure.

Assistant Heads of Centre

Leadership Team

Complaints received outside of term time

The school will consider complaints outside of term time to have been received on the first day after the holiday period.

I do not feel the concern is resolved:

If you feel the initial concern has not been resolved or is of a significant nature you should contact the Heads of Centre within 10 school days of the initial concern informing of a formal complaint. This will form **Stage 2** of the complaint's procedure. The Heads of Centre will advise you to submit the complaint in writing, once received it will be formally acknowledged in writing within 5 working days. An investigation will be completed reviewing all information and discussions with parties involved. A formal reply with the outcome of the investigation will be shared within 15 working days.

Complaints can be directed to the Heads of Centre. There is a formal complaint form at the end of this policy.
Henry David Learning
Woodland Rise School
310 Sneinton Dale
Nottingham, NG7 3DN
Telephone: 0115 648 9282
Heads of Centre@henrydavidlearning.co.uk

I am not happy with the outcome of my complaint:

If you feel unsatisfied with the outcome from your complaint, you can contact the proprietor Zamir Lal to have the complaint reviewed. This will form **Stage 3** of the complaint's procedure.

Zamir Lal

Henry David Learning
First Avenue, Centrum 100,
Burton-On-Trent
DE14 2WE
hr@henrydavidlearning.co.uk

The review of the complaint will be led by a panel appointed by or on behalf of Zamir Lal that consists of at least 3 people who are not directly involved in the matters detailed in the complaint. The panel will review the process and outcome of how the complaint was managed at this stage, and they may consider further investigation into the matter.

The panel hearing will be scheduled within 20 working days of the panels receipt of the complaint.

The Complainant will be invited to the Panel hearing, though attendance is not mandatory, the hearing will continue in line with this policy. The complainant can be accompanied to the hearing by one other person including a family member/carer or friend.

The panel will make their decision following the review of the complaint. The outcome and recommendations of this process will be shared with the complainant and the Heads of Centre within 7 working days. The decision of the Panel will be final.

The information of the Panels review, findings, outcome, recommendations and hearing will be available for inspection on school premises secured by the Heads of Centre.

Can I bring formal representation?

The process reaching panel aims not to have the requirement for Legal representation. If you feel you require this, we recommend sending this request to the Heads of Centre prior to the hearing.

Storage and access:

The information and outcome of the complaint whether it is formal or requiring a panel will be stored securely with restricted access within the school's ICT system. This will include the written records of the complaint, relevant correspondence, recommendations and actions completed by the school regardless of whether the complaint is upheld. All records are kept confidential relating to complaints and access to this information is limited to:

- Inspectors including OFSTED and the Local Authority
- Heads of Centre
- Proprietor
- Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 or a body conducting an inspection under section 109 of the 2008 Act requests access to them
- Parties involved in the comment

Woodland Rise School will keep a record of all complaints made and the actions taken. When receiving anonymous complaints in most cases the only action the Heads of Centre will take is to log the complaint and a record of any actions taking in response to the complaint. However, there may be exceptions to this where the Heads of Centre feels further action should be taken and it is for the Heads of Centre to use at their discretion in making that decision and in deciding how to proceed in such cases. These may include complaints that raise serious concerns such as child protection allegations or bullying.

Policy for Handling Unreasonable Complainants

Henry David Learning is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will act to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Henry David Learning defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'. A complaint may be regarded as unreasonable when the person making the complaint:

• refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
• refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved
• refuses to accept that certain issues are not within the scope of a complaint's procedure
• insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice
• introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
• makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
• changes the basis of the complaint as the investigation proceeds
• repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
• refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
• seeks an unrealistic outcome
• makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and / or by telephone while the complaint is being dealt with

A complaint may also be considered unreasonable if the person making the complaint does so either face to-face, by telephone or in writing or electronically:
• maliciously
• aggressively
• using threats, intimidation or violence
• using abusive, offensive or discriminatory language
• knowing it to be false
• using falsified information
• publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.
Whenever possible, the Heads of Centre or proprietor will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.
If the behaviour continues the Heads of Centre will write to the complainant explaining that their behaviour is
unreasonable and asking them to change it. For complainants who excessively contact the school causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.
In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the school.

Monitoring and review
The policy will be reviewed every two years or sooner where legislation or guidance changes. The next date for review is August 2028.

Formal Complaint Form

Your Name	
Pupil's Name	
Relationship to pupil	
Address	
Email address	
Telephone numbers	
Please give concise details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to, when and what was the response?)	
What actions do you feel might resolve the problem at this stage? What lessons could be learned? Are you attaching any paperwork? If so, please give details.	
Signed	
Date	