



**Henry David Learning**

# **Organisational POLICIES & PROCEDURES**

## **Woodfield School**

### **Complaints**

#### **1:1**

**December 2023**



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**At Woodfield School we will address complaints:**

- As set out in this policy and procedure
- With the pupil at the heart of decision making
- Recognising the students' 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 document meets the requirements set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2018, which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the school.

Complaints can be directed to the Principal Deborah Wilson

Henry David Learning  
Woodfield School  
The Dutch Barn  
Main Street  
Frolesworth  
Leicester  
LE17 5EE  
Telephone: 01455 209333  
[principal@henrydavidlearning.org](mailto:principal@henrydavidlearning.org)

At Woodfield 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 will be times where there are genuine concerns regarding the child's experience. At the 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, Senior Leadership Team (Sandie Cross, Joshua Williams or Tracy Jenkins) or the Principal (Deborah Wilson) where in most occasions the matter will hopefully be resolved, at this point the complaint will be resolved on an informal basis.

**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 principal at [principal@henrydavidlearning.co.uk](mailto:principal@henrydavidlearning.co.uk) 01455 209333 informing of a formal complaint. The principal will advise you to submit the complaint in writing, once received it will be formally acknowledged in writing within 2 working days. An

Woodfield School  
Implemented march 2021  
Review March 2022  
Reviewed December 2022  
Reviewed December 2023



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 10 working days.

**I am not happy with the outcome of my complaint:** If you feel unsatisfied the outcome from your complaint you can contact the proprietor Zamir Lal to have the complaint reviewed.

The review of the complaint will be led by a panel appointed by or on the behalf of Zamir Lal that consists of at least 3 people who were 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 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 family member/carer or friend.

The panel will make their decision following their review of the complaint. The review, findings, outcome and recommendations of this process will be shared with the complainant, person complained about (where relevant), Principal 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 by Principal.

**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 Principal prior to the hearing.

**Storage and access:** The information and outcome of your complaint whether it is formal or requiring panel will be stored securely with restricted access within the school's ICT system. This will include the written records the complaint, relevant correspondence, recommendations and actions completed by the school whether 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 Local Authority
- Principal
- Proprietor
- Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.
- Parties involved in the comment

Woodfield School will keep a record of all complaints made and the actions taken. When receiving anonymous complaints in most cases the only action the principal 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 principal feels further action should be taken and it is for the principal to use at



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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.



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