

---

# COMPLAINTS PROCEDURES

**Canopy Forest School takes great care with the quality of the teaching and pastoral care provided to its pupils. However, if parents/carers/volunteers do wish to make a complaint it is our intention that the complaint will be treated seriously and dealt with promptly, impartially and sensitively.**

A 'concern' may be defined as 'an expression of wrong or doubt over an issue considered to be important for which reassurance is sought'. A 'complaint' may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. (DfE 2016 updated 2019)

If a parent/carer/volunteer wishes to make a complaint or raise a concern about any occurrences at **Canopy Forest School** we will deal with it seriously and investigate it thoroughly. Our complaints procedure has three stages and appropriate action will be put in place to rectify the situation as quickly as possible. The actions taken will be based on an investigation and the findings may result in our procedures, policies and risk assessments being reviewed. The complainant will be contacted to explain the process and the outcome of the investigation. The three stages that we will go through are as follows:

**Stage 1:** In the first instance we ask for an informal raising of a concern or difficulty with Emma Clode the Forest School Leader this can be done orally or in writing. The details of the complaint will then be recorded carefully (including the date, time and how the complaint was received, by whom and the words used by the person making the complaint).

**Stage 2:** The Forest School leader will then investigate the complaint thoroughly and consider if the complaint requires reporting to outside agencies or governing bodies.

**Stage 3:** Based on the findings of the investigation the procedures actions will then be taken and policies and risk assessments will be reviewed if appropriate. These will then be reported back to the complainant within a week of being received.

We would like to stress that if any complaints are about a member of staff or volunteer who is seen as behaving in a way that indicates they may pose risk or harm to children or may not be suitable to work with children then allegation procedures will be followed and reported to the Local Authority Designated Officer (LADO).

At **Canopy Forest School** we will always ensure that the Hampshire Safeguarding Children Partnership Protocol: Allegations Against Persons who work with children is adhered to and will seek appropriate advice from the Local Authority Designated Officer (LADO). The LADO can be contacted on **01962 876364** or email: **child.protection@hants.gov.uk**. If an allegation is made or information is received about the Forest School Leader then the Head Teacher at Chandler's Ford Infant School should be contacted directly.

It is hoped that most minor complaints or concerns will be resolved quickly and informally as part of the regular dialogue between home and **Canopy Forest School**. We wish to take whatever measures are necessary to sort out any problems effectively before they turn into a formal matter. Such measures will include some or all of the following: giving advice or reassurance; explaining the context to an incident or a decision; gathering information from other staff or from pupils; finding information from other sources; reviewing or amending the Forest School's practice; giving feedback to parents; acknowledging and apologising for mistakes or oversights.

---