

Complaints Policy – 2018-2019

Please Note: No Complaints have been made.

Statement

Any complaint will be regarded as most serious and will be thoroughly investigated by Munier Jussab.

Any complaint must be made in writing for the attention of **Mr Munier Jussab**.

Should the complaint require further measures which surpass Mr Munier Jussab's involvement, such complaint will be forwarded to Rosemary Zaubzer – Independent Adviser of the Board of Trustees.

In the event of a complaint being made against any member of staff a written account is taken and filed in the file of complaints. A file of complaints is kept on site at the Centre at all times. Every complaint will be recorded in detail and kept in the event of failure to resolve or in the event of further investigation.

In the event of allegations of abuse or neglect by any staff member, the staff implicated shall be suspended whilst the complaint is investigated. Any complaints of this nature shall be reported to Social Services at the first instance and advice sought by them thereof. Ofsted will also be informed of any allegation of neglect/abuse made against any member of staff.

All parents are advised to contact Ofsted in the event of any serious cause for concern the number and details of which are in the centre which every parent receives prior to enrolment.

Date compiled: 01/04/13

Review date: 01/04/14 – No Amendments Made

Review date: 01/04/15- No Amendments Made

Review Date: 01/04/16 – No Amendments Made

Review Date: 01/04/2017 - No Amendments made

Review Date: 01/04/18 – No amendments made

Review Date: 24/07/18 - Amendment made to the academic year date. Addition of Rosemary Zaubzer's name as Independent Adviser of the Board of Trustees in case of a complaint which surpasses Mr Munier Jussab's involvement.

Next Review Date: July 2019

Complaint Handling

- a) All Complaint handling will be given a timescale, and this is set out in our complaints process. Once a complaint is received it is dealt with immediately. However, our complaints process outlines the timescales that we adhere to.
- b) Initially, all complaints will be dealt with informally. However, if there is no satisfactory conclusion, a formal process will take place whereby Jus 'T' Learn Tuition Centre will want in writing details of the complaint from the Parent/Carer.
- c) Parents/Carers will be allowed to attend and accompanied by a suitable and responsible person to a panel hearing if they wish. Notice of at least 48 hours must be given to the proprietor of who suitable/responsible person is going to be.
- d) Jus 'T' Learn Tuition Centre will endeavor to respond back within 7 days. However, if there is still no satisfactory conclusion to the complaint an independent panel will be commissioned by the Proprietor to investigate the matter. The independent panel will be made up 3 people who are not directly involved in previous consideration for the complaint. The appointment of the panel will be commissioned by the proprietor. At least 1 member of the panel will be independent of the management and running of the school. The responsibility of the panel will be to establish findings and make recommendations.
- e) All written records will be kept of all complaints and their outcomes in all circumstances. All records and statements will be kept in confidence and available to be shown to OFSTED as and when required. The Complainant, proprietor, head of school and where relevant the person complained about are given a copy of the findings and recommendations. The procedure provides for written records to be kept confidential indicating whether they were resolved at the primary stage or whether they proceeded to a panel hearing.

