

School Document/Policy




Title: Complaints

**This guidance is to be read in conjunction with related
National Autistic Society Policies**

Declaration

The Sybil Elgar School does not promote partisan political views.
The school will have regard for The Human Rights Act, 1998, The Disability Discrimination Act, 1995, as amended by The Special Educational Needs and Disability Act, 2001, including new duties 2002, and The Principles of the New Code of Practice, 2001, with special focus on Student Empowerment, Parents in Partnership and Consultation and Joint Working initiatives.
In addition the school has regard for the protected characteristics as defined in the Equality Act 2010.

Policy lead (s)	Principal
Date of document	June 2013
Latest revision	February 2019
Signed Chloe Phillips Principal	

[Type here]

This document is for your use. Read it and keep it safe. It explains what to do if you feel worried about something or wish to complain about how you have been or are being treated; or if you are concerned in any way for your child, or indeed any student* at the Sybil Elgar School. If you misplace it and think there is something you need to complain about you can get another one from Jon Brough our Senior School Administrator. If do not understand anything in this leaflet, ask a member of staff or a friend to explain it to you.

There are two things to remember:

- (a) You may wish to talk to someone
- Or
- (b) You may wish to make a formal complaint

Whatever you choose, this leaflet will help you to decide what to do.

What to do if you just wish to talk to someone

Remember most problems can be sorted out. You may have close friends who can help, or an older boy/girl to whom you can feel you can turn. The Residential Staff, Teachers and Support Workers are always ready to help, or any other member of staff you may know. All members of staff are ready to listen.

Go to someone who you know and can talk to easily. There may be times when you feel you cannot talk to staff - this is perfectly all right and natural. At the end of this leaflet are names, addresses and telephone numbers of people connected with the Sybil Elgar School and The National Autistic Society all of whom would help.

Review Date February 2021

What happens if I want to make a complaint about something?

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you are being treated or how you son / daughter or a student* in the school is being treated. The first thing you should do is speak to any member of staff you trust, you can take a friend with you if you wish – another student, an older student or another member of staff.

It is particularly important for you to realise that in the event of you having a difficulty over something, you can have a friend with you when you are talking with staff, the Deputy Principal, the Principal or The Head of Care.

If you have a strong feeling of injustice or a serious grievance there is an established routine for making a formal complaint and arbitration. This is given at the end of the document.

The Children Act (1989) makes comprehensive provision for dealing with complaints and requires the involvement of an Independent Person at every stage. The role of the Independent Person is most important for the Sybil Elgar School.

The Act puts great emphasis on enabling children to have a voice in their care and development. However, for our students the autistic condition, with its poverty of communication skills and impaired social relationships, increases their vulnerability.

Effectively, many of our children are unable to access the Complaints Procedure for themselves. The Procedure that follows is, therefore, written for parents, families, those with parental responsibility and staff. The students have a user friendly Complaints Procedure, which is appended to this policy. In addition there is a student complaints policy.

All staff working at the school are well versed in whistle blowing procedures. Any complaints which are linked to care matters

Review Date February 2021

will also be referred to The Senior Delegated Safeguarding Lead for Child and Adult Protection (Senior DSLS) and, as appropriate, to Social Services and the Local Authority Designated Officer (LADO)

Complaints procedure

As a requirement of the Children Act (1989) all National Autistic Society Schools have:-

- (i) A formal procedure for dealing with complaints.
- (ii) A nominated Independent Person, who has a crucial role in the procedure.

The Chairperson and/or named other members of the School Advocate Group shall ensure this role is implemented. The name, address and telephone number of the Independent Person is given at the end of this document together with similar information for The Principal, The Chairperson of the Advocate Group, The Director of Services and School Doctor.

All members of the Sybil Elgar School Advocate Group make inspection visits from time to time. The Independent Person makes more frequent visits and in addition has unlimited and totally free access to the school at all times. Because of the difficulties with communication which many children with autism suffer from we believe this is essential not only to protect the children but also the staff from children's comments, behaviour signals and patterns which may otherwise be interpreted inaccurately.

The following persons can make a complaint or representation on behalf of any student:

- (i) any parent of a student at the school
- (ii) any person who has parental responsibility for a student at the school

Review Date February 2021

- (iii) any other person, and this includes all key worker/staff, who has a sufficient interest in the welfare of any student at the school.

Any complaint, except a complaint about the Principal (see below), can be made to the Principal, any member of staff or the Independent Person. Any complaint made to a member of staff will **always** be reported to the Principal for action. Unless requested otherwise the Independent Person will pass the complaint to the Principal. If the complainant does not want the complaint handled by the Principal the Independent Person may attempt to resolve the complaint informally. If this proves unsuccessful or unacceptable the complaint will be referred to the Director of Services. A complaint about the Principal **must** be made to the Director of Services:

The students at the Sybil Elgar School who are 'looked after' by the Local Authority can have a representation made to the students' named social workers or Social Services. The address and telephone number of the Social Services Inspectorate with responsibility for Sybil Elgar School is also included below.

All students, staff and parents/carers can also contact the Care Commissioner at the address below

Helpful Names and Addresses

General Social Care Council
Goldings House
2 Hay's Lane
London SE1 2HB

020 7397 5100

Child Protection Manager:

Ms Anne Williams
Manager Home School Liaison
Head of Care
8998 5169

020 8813 9168/020

Review Date February 2021

Senior Designated Safeguarding lead for Child and Adult Protection:

Ms Lucy Burholt
Sybil Elgar School
Havelock Road
Southall
Middlesex UB2 5NR

020 8813 9168

Responsible Individual:

Helen Ayres
Helen.ayres@nas.org .uk

07787105523

School Principal:

Ms Chloe Phillips
Sybil Elgar School
Havelock Road
Southall
Middlesex UB2 5NR

020 8813 9168

School Doctor:

Doctors Surgery
Corfton Road
Ealing
W5 2HR

0208 997 9564

Child Protection Department: Ealing Social Services

Lisa Tingle
Acting Safeguarding Manager
Acton Town Hall
Winchester Street
W3 6NE

020 8825 8364

Review Date February 2021

Adult Department: Ealing Social Services

Senior Care Manager

Acton Town Hall

Winchester Street

W3 6NE

sscallcentre@ealing.gov.uk

020 8825 8374

OFSTED:

Compliance, Investigation &

Enforcement Team

Ofsted

Freshford House

Redcliffe Way

Bristol BS1 6NL

0300 123 1231

Children's Commissioner for England

Anne Longfield

02077838330

Sanctuary House

20 Great Smith Street

SW1P 3BT

***For the purposes of this policy and for fluency the term 'student' is used to describe all learners from the Early Years through to 16-22 provision.**

Review Date February 2021

My Name is

.....

Today's date is

.....








1) About me.

I am feeling...

✓ = Yes

X = No

				
happy <input type="checkbox"/>	sad <input type="checkbox"/>	angry <input type="checkbox"/>	bored <input type="checkbox"/>	frightened <input type="checkbox"/>

2) About my problem.



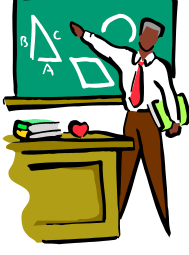

What is it? Who is it?

I need help with

my.....

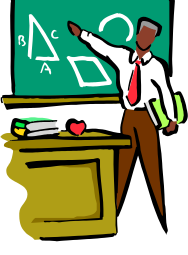



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 <p>work <input type="checkbox"/></p>	 <p>friends <input type="checkbox"/></p>	 <p>staff <input type="checkbox"/></p>	 <p>something else <input type="checkbox"/></p>
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3) Who can help?

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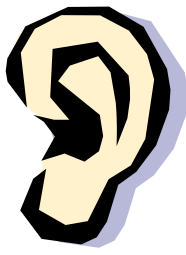
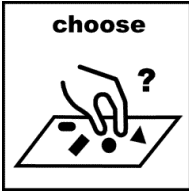

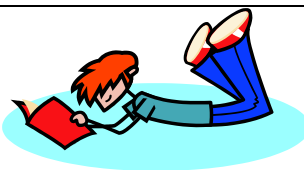
 <p>staff <input type="checkbox"/></p>	 <p>friends <input type="checkbox"/></p>	 <p>Mum or Dad <input type="checkbox"/></p>	 <p>someone else <input type="checkbox"/></p>
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4) What can they do to help?

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.....

.....





 <p>listen to me <input type="checkbox"/></p>	 <p>help me choose <input type="checkbox"/></p>	 <p>fix the problem <input type="checkbox"/></p>	 <p>help me relax <input type="checkbox"/></p>
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5) What can I do to help myself?











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 <p>talk to my teacher, friend, mum or dad <input type="checkbox"/></p>	 <p>send a message <input type="checkbox"/></p>	 <p>fix the problem <input type="checkbox"/></p>	 <p>relax <input type="checkbox"/></p>
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6)

I was feeling.....					I am now feeling.....				
									
happy	sad	angry	bored	frightened	happy	sad	angry	bored	frightened
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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7) Yes  problem is sorted, I am OK
 My
 because.....

8) No  problem is *not* sorted, I am
 My
not Ok because

Has complaint been resolved?

How:

Who:

When:

Review Date February 2021

Any other business:

Principal	Safeguarding Lead	H of Care	Chair SSC	Student representation
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