



Complaints Policy

1. Purpose:

This policy establishes a clear procedure for the receipt, investigation, and resolution of complaints related to the Ambleford School of Rural Skills's operations, services, staff, or participants.

2. Scope:

This policy applies to all students, parents, staff and volunteers of the School.

3. Principles:

- All complaints will be treated seriously, confidentially, and promptly.
- Complainants have the right to raise concerns without fear of retaliation.
- All involved parties will be treated fairly and with respect.
- The complaints process will be transparent and clear.

4. How to Raise a Complaint:

In the first instance, complaints should be raised directly with the individual involved (if appropriate) to seek an informal resolution.

If the matter is not resolved informally, or it is inappropriate to approach the individual, the complaint should be escalated in writing to Emily Bradshaw, Complaints Officer.

5. Writing a Complaint:

- Complaints should be submitted in writing (either handwritten or electronically).
- The complaint should clearly state the nature of the concern, the individuals involved, dates, and any other relevant details.
- Any supporting evidence or documents should be attached.
- Contact details of the complainant should be included for follow-up.

6. Investigation:

Upon receipt of a written complaint, the Complaints Officer will acknowledge it within five working days. The officer will conduct a thorough investigation, which may involve interviewing the involved parties and reviewing any evidence.

The investigation will be completed, and a resolution sought within 20 working days. If the investigation requires more time, the complainant will be informed.

7. Resolution:

The Complaints Officer will communicate the outcome of the investigation to the complainant.

If the complainant is unsatisfied with the outcome, they can escalate the complaint to OFSTED using our registration number [REDACTED]

8. Records:

- All written complaints, the investigation process, and outcomes will be recorded and stored confidentially.
- Records will be kept for a minimum of three years.

9. Confidentiality:

- The identity of the complainant will be kept confidential unless disclosure is necessary for the investigation or required by law.

10. Anonymous Complaints:

- While anonymous complaints are accepted, they may be challenging to investigate fully. Complainants are encouraged to provide contact details.

11. Monitoring and Review:

- The Complaints Officer will regularly review the complaints records to identify any trends or recurring issues.
- This policy will be reviewed annually to ensure its effectiveness.

12. Training:

- All staff and volunteers will receive training on this policy as part of their induction and will receive regular refresher training.

13. Publicizing the Policy:

- This policy will be available on the School's website.
- All parents, staff, and volunteers will receive a link to a copy upon joining the school.

By adhering to this policy, the Forest School aims to ensure that all concerns are addressed promptly and fairly, and that the school continuously improves its operations and services.

Policy date April 2023

Policy Review date March 2024