



Complaints, Compliments and Comments Policy for Extended Schools

Adopted: March 2013

Signed:

Reviewed:

To be reviewed: February 2014

Definitions

For the purpose of this Policy the following definitions will be used.

- A compliment is an expression of satisfaction from a parent/carer concerning an extended schools service provided by Chatsworth High School and Community College.
- A complaint is an expression of dissatisfaction with the standard of an extended schools service that is provided by Chatsworth High School and Community College. This may include the action or lack of action taken by CHSCC and/or the way in which the service has been provided, including the conduct of staff.
- A comment is a view that a parent/carer may have about an extended schools service that is provided by Chatsworth High School and Community College or an initial request for an extended schools service.

Parent/carers often have feedback and it is important that we understand whether this is a complaint about a service, or expression of a comment. Where a parent/carer perceives that the service they have received is below what they would expect, this should be considered to be a complaint. It is important that it is investigated and a full answer given to the parent/carer and that there is some learning from any mistakes made. Where there are comments or observations from parents/carers, these can also help to improve service provision, and these will always be considered by managers, but not treated as a complaint.

The distinction between a comment and a complaint can sometimes be difficult to decide. Where there is any doubt, we will tend to treat it as a complaint.

How a parent/carer may provide feedback

A parent/carer may provide feedback either

- in person
- by telephone
- in writing
- by email
- by downloading and using the form on the school website

Generally we will respond to parents/carers using the same channel of contact, unless expressly asked otherwise. For example, if contacted by email, then all further correspondence will be by email.

Parents/carers are encouraged to put their complaints in writing to give as much information as possible to aid investigation. If they are making a verbal complaint, we will take down their details and confirm with them that they wish the complaint to be investigated and how to contact them with the outcome of the investigation.

A standard feedback form is sent home on a quarterly basis but any complaints, compliments or comments submitted out of these times will of course be dealt with in line with this policy.

Who to make a complaint, compliment, comment to

In the first instance, all complaints, compliments and comments should be made to the extended schools club lead. Depending on the nature of the complaint, compliment or comment they may then decide to pass this to a member of the Extended Schools Team to deal with further. If a complaint concerns a club lead then one of the Extended Schools Team should be contacted:

Sue Goldsworthy Extended Schools Team 0161 921 1405

Matthew Lawrenson Extended Schools Team 0161 921 1405

Vicky McRae Extended Schools Team 0161 921 1413

Each quarter, the Extended Schools Team, will collate details relating to the number of complaints, compliments and comments received. These details will then be reported to our funding provider, along with monitoring and evaluation data.

Appendix 1



Extended Schools Feedback Form	
Parent/Carer Name	
Student Name	
Date	
Clubs attended	
Any Compliments?	
Any Complaints?	
General Comments	