



Complaints Policy and Persistent and Unreasonable Complaints Handling Procedure

25/26

Document Control

Document Name	Complaints Policy
Category:	Statutory - Section 29 of the Education Act 2002 states the need to have in place a procedure to deal with complaints relating to the school and to any community facilities or services the school provides. The law also requires the complaints procedure to be publicised.
Date:	March 25
Version:	V5.3
Written by:	<i>The content complies with Best Practice Guidance for School Complaints Procedures and Model Complaints Procedure for Schools 2020 (Department for Education – Updated January 2021)FM.</i> Jacque Davies
Associated policies and useful information	Standing orders Persistent and Unreasonable Complaints Handling Procedure
Review:	March 2026
Status:	Approved

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Foxglove Way,
Thatcham, Berkshire,
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01635 877114

POD PLUS KS2 & 3
Modular Building
Paynesdown Road,
Thatcham, Berkshire,
RG19 3TE
01635 243208

IMPACT KS 3
Moorside Community Centre
Urquhart Road,
Thatcham, Berkshire,
RG19 4RE
01635 953294

The POD KS2
INTERVENTION KS3 & 4
88 Newtown Road,
Newbury, Berkshire,
RG14 7BT
01635 49397

INTEGRATION KS3 & 4
22, Highview,
Calcot,
Reading, Berkshire,
RG31 4XD
01189 416636

INDEPENDENCE KS4 & 5
Richmond House, Bath Road,
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RG30 1QY
01635 48872

Description	<p>Who can make a complaint?</p> <p><i>This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to iCollege about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure</i></p>
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Contents

1. Key Contact List for Complaints policy
 2. Purpose.
 3. Timescales
 4. Scope of this complaints procedure
 5. Resolving complaints
 6. Stage One Procedure
 7. Stage Two procedure
 8. Next Steps
 9. Complaint Form
 10. Roles and Responsibilities
- Persistent and Unreasonable Complaints Handling Procedure
1. Purpose and applicability
 2. Defining Unreasonable Complaints
 3. Management Plans
 4. Barring from school premises

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1: Key contact list for Complaints Policy

Email	office@icollege.org.uk	01635 48872
Inspiration KS 1 & 2	Foxglove Way Thatcham Berkshire RG18 4DH	01635 877114
Integration KS 3 & 4	22, Highview, Calcot, Reading, Berkshire RG31 4XD	01189 416636
Intervention Year 9 & 10	88 Newtown Road Newbury Berks RG14 7BT	01635 49397
The Pod KS2	88 Newtown Road Newbury Berks RG14 7BT	01635 522748
Pod Plus	Modular Building, (Parsons Down Site) Paynesdown Road, Thatcham, RG19 3TE	01635 243208
IMPACT @ Moorside	Urquhart Road, Thatcham, Berkshire, RG19 4RE	01635 953294
Independence Y11 & KS5	Richmond House Bath Road Newbury Berkshire RG14 1QY	01635 48872
Governors c/o Clerk to Governors	Independence Richmond House Bath Road Newbury Berks RG14 1QY	jhills@icollege.org.uk

2: Purpose	<p>The difference between a concern and a complaint</p> <p>2.1 A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.</p> <p>2.2 A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.</p> <p>It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. iCollege takes concerns seriously and will make every effort to resolve the matter as quickly as possible.</p> <p>If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher, will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.</p> <p>We understand however, that there are occasions when people would like to raise their concerns formally. In this case, iCollege will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.</p> <p>2.3 How to raise a concern or make a complaint</p> <p>A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.</p>
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	<p>Concerns should be raised with either the Lead teacher or Headteacher. If the issue remains unresolved, the next step is to make a formal complaint.</p> <p>Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.</p> <p>Complaints against school staff (except the Headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark them as Private and Confidential.</p> <p>Complaints that involve or are about the Headteacher should be addressed to the Chair of Governors, via the school office. Please mark them as Private and Confidential.</p> <p>Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.</p> <p>For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.</p> <p>In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.</p> <p>2.4 Anonymous complaints</p> <p>We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.</p>
3: Time scales	<p>3.1 You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.</p> <p>3.2 Complaints received outside of term time</p> <p>We will consider complaints made outside of term time to have been received on the first school day after the holiday period</p>

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4: Scope of this Complaints Procedure	4.1 This procedure covers all complaints about any provision of services by iCollege, other than complaints that are dealt with under other statutory procedures, including those listed below.	
	Exceptions	Who to contact
	<ul style="list-style-type: none"> • Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals 	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the Service Manager, SEN and Disabled Children's Service, West Berkshire Council
	Matters likely to require a Child Protection Investigation	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) lado@westberks.gov.uk who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH) child@westberks.gov.uk</p>
	<ul style="list-style-type: none"> • Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. The schools behavior policy is available on the school's website- https://www.icollege.org.uk</i></p>
Whistleblowing	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.</p> <p>Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above),</p>	

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		depending on the substance of your complaint.
	Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
	Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
	Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
	National Curriculum - content	Please contact the Department for Education at: www.education.gov.uk/contactus
	<p>4.2 If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.</p> <p>If a complainant commences legal action against iCollege in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.</p>	
5: Resolving complaints	<p>5.1 At each stage in the procedure, iCollege wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:</p> <ul style="list-style-type: none"> • an explanation • an admission that the situation could have been handled differently or better • an assurance that we will try to ensure the event complained of will not recur • an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made • an undertaking to review school policies in light of the complaint • an apology. <p>5.2 Withdrawal of a Complaint</p> <p>If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.</p>	

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6: Stage One Procedure	<p>Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the school office. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.</p> <p>The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 3 school days. Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.</p> <p>The Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this.</p> <p>Note: The Headteacher may delegate the investigation to another member of the iCollege's senior leadership team but not the decision to be taken.</p> <p>During the investigation, the Headteacher (or investigator) will:</p> <ul style="list-style-type: none"> • if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish • keep a written record of any meetings/interviews in relation to their investigation. <p>At the conclusion of their investigation, the Headteacher will provide a formal written response within 15 school days of the date of receipt of the complaint. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.</p> <p>The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions iCollege will take to resolve the complaint.</p> <p>The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.</p> <p>If the complaint is about the Headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.</p> <p>Complaints about the Headteacher or member of the governing body must be made to the Clerk, via the school office.</p> <p>If the complaint is:</p> <ul style="list-style-type: none"> • jointly about the Chair and Vice Chair or • the entire governing body or • the majority of the governing body <p>Stage 1 will be considered by an independent investigator appointed by the governing body</p>
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	<p>or West Berkshire Council. At the conclusion of their investigation, the independent investigator will provide a formal written response</p>
7: Stage Two Procedure	<p>If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available. This is the final stage of the complaints procedure.</p> <p>A request to escalate to Stage 2 must be made to the Clerk, via the school office, within 5 school days of receipt of the Stage 1 response.</p> <p>The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 3 school days.</p> <p>Requests received outside of this time frame will only be considered if exceptional circumstances apply.</p> <p>The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 school days of receipt of the Stage 2 request.</p> <p>If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.</p> <p>If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.</p> <p>The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from iCollege available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.</p> <p>The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.</p> <p>If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.</p> <p>For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.</p>

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	<p>Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.</p> <p>At least 10 school days before the meeting, the Clerk will:</p> <ul style="list-style-type: none"> confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible request copies of any further written material to be submitted to the committee at least 5 school days before the meeting. <p>Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.</p> <p>The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.</p> <p>The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.</p> <p>The committee will consider the complaint and all the evidence presented. The committee can:</p> <ul style="list-style-type: none"> uphold the complaint in whole or in part dismiss the complaint in whole or in part. <p>If the complaint is upheld in whole or in part, the committee will:</p> <ul style="list-style-type: none"> decide on the appropriate action to be taken to resolve the complaint where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future. <p>The Chair of the Committee will provide the complainant and iCollege with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.</p> <p>The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by iCollege.</p> <p>If the complaint is:</p> <ul style="list-style-type: none"> jointly about the Chair and Vice Chair or the entire governing body or the majority of the governing body <p>Stage 2 will be heard by a committee of independent governors.</p> <p>The response will detail any actions taken to investigate the complaint and provide a full explanation</p>
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	<p>of the decision made and the reason(s) for it. Where appropriate, it will include details of actions iCollege will take to resolve the complaint.</p> <p>The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.</p>
8: Next Steps	<p>If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.</p> <p>The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by iCollege. They will consider whether iCollege has adhered to education legislation and any statutory policies connected with the complaint.</p> <p>The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:</p> <p>Department for Education Piccadilly Gate Store Street Manchester M1 2WD.</p>

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9: Complaint Form

Please complete and return to (*either Headteacher / Clerk*) who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the school about it.
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If so, please give details.
Signature:

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Date:
Official use
Date acknowledgement sent:
By who:
Complaint referred to:

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<p>10: Roles and Responsibilities</p>	<p>10.1 Complainant The complainant will receive a more effective response to the complaint if they:</p> <ul style="list-style-type: none"> • explain the complaint in full as early as possible • co-operate with the school in seeking a solution to the complaint • respond promptly to requests for information or meetings or in agreeing the details of the complaint • ask for assistance as needed • treat all those involved in the complaint with respect • refrain from publicising the details of their complaint on social media and respect confidentiality. <p>10.2 Investigator The investigator's role is to establish the facts relevant to the complaint by:</p> <ul style="list-style-type: none"> • providing a comprehensive, open, transparent and fair consideration of the complaint through: <ol style="list-style-type: none"> 1. sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved 2. interviewing staff and children/young people and other people relevant to the complaint 3. consideration of records and other relevant information 4. analysing information • liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right. <p>The investigator should:</p> <ul style="list-style-type: none"> • conduct interviews with an open mind and be prepared to persist in the questioning • keep notes of interviews or arrange for an independent note taker to record minutes of the meeting • ensure that any papers produced during the investigation are kept securely pending any appeal • be mindful of the timescales to respond • prepare a comprehensive report for the Headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems. <p>The Headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.</p> <p>10.3 Complaints Co-ordinator (this could be the Headteacher or other staff member providing administrative support)</p> <p>The complaints co-ordinator should:</p> <ul style="list-style-type: none"> • ensure that the complainant is fully updated at each stage of the procedure • liaise with staff members, Headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure • be aware of issues regarding: <ol style="list-style-type: none"> 1. sharing third party information 2. additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person 3. keep records. <p>10.4 Clerk to the Governing Body The Clerk is the contact point for the complainant and the committee and should:</p> <ul style="list-style-type: none"> • ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR) • set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible • collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale • record the proceedings
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- circulate the minutes of the meeting
- notify all parties of the committee's decision.

10.5 Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator).

10.6 Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so

No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- many complainants will feel nervous and inhibited in a formal setting

Parents/carers often feel emotional when discussing an issue that affects their child.

- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.

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Persistent and Unreasonable Complaints Handling Procedure 25/26

<p>1 Purpose and applicability</p>	<p>1.1 To identify complainants who are unreasonable or unreasonably persistent in pursuit of their complaint, and/or prolific complainants, and manage their complaints appropriately.</p> <p>1.2 To ensure that all complaints are treated equitably and on an individual basis.</p> <p>1.3 To ensure that access to the complaints process as a mechanism for representation is not unlawfully barred, while ensuring that the process is not misused.</p> <p>1.4 To ensure that individual needs are considered when deciding on a suitable approach to dealing with their complaints.</p> <p>1.5 To avoid perpetuating correspondence or contact which is time consuming and not helpful to the complainant, other complainants, and iCollege staff.</p>
<p>2 Defining Unreasonable Complaints</p>	<p>2.1 Complaint may be regarded as unreasonable when the person making the complaint:</p> <p>2.1.1 refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;</p> <p>2.1.2 refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved</p> <p>2.1.3 refuses to accept that certain issues are not within the scope of a complaints procedure;</p> <p>2.1.4 insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;</p> <p>2.1.5 introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;</p> <p>2.1.6 makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;</p> <p>2.1.7 changes the basis of the complaint as the investigation proceeds;</p> <p>2.1.8 repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed):</p> <p>2.1.9 refuses to accept the findings of the investigation into that complaint where the school's complaints procedure has been fully and properly implemented and completed including referral to the Department for Education:</p> <p>2.1.10 seeks an unrealistic outcome</p> <p>2.1.11 makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email or by telephone while the complaint is being dealt with.</p> <p>2.2 A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:</p>

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	<p>2.2.1 maliciously:</p> <p>2.2.2 aggressively:</p> <p>2.2.3 using threats, intimidation or violence;</p> <p>2.2.4 using abusive, offensive or discriminatory language;</p> <p>2.2.5 knowing to be false;</p> <p>2.2.6 using falsified information:</p> <p>2.2.7 publishing unacceptable information in a variety of media such as in social media websites and newspapers.</p>
3 Management Plans	<p>Options available to manage unreasonably persistent or prolific complainants can include:</p> <p>3.1 Explanation: wherever possible, the Headteacher or Chair of Governors to make clear to the complainant why their behaviour is unreasonable, and ways to amend it, before taking more formal action. In some cases, close liaison with all relevant professionals will be necessary to reach an appropriate and coordinated decision. This is good practice and should be done in all cases where complaints cut across service or partnership boundaries.</p> <p>3.2 Co-ordination: Designate a key officer as the Single Point of Contact (SPOC) for the complainant. This ensures that all concerns and issues can be reviewed centrally and any new issues identified and acted upon. It also reduces the resource burden on other staff. Advise the complainant of the SPOC's role and contact details, also advise other staff who may continue to receive correspondence or calls, of this process. All future representations and communications from the complainant regarding their issues subject to complaint will be fed through this officer to ensure all responses are co-ordinated and provide the same clear answers.</p> <p>3.3 Correspondence: Ensure that new issues raised are quickly passed on to the appropriate staff team to ensure speedy resolution and a quick and firm response.</p> <p>3.31 Where correspondence includes or develops into requests for information (RFI's), these will be passed through the Freedom of Information RFI process.</p> <p>3.32 In very exceptional circumstances the service/s may decide to decline to respond to further representations from the complainant on old issues. If this is the case then the complainant must be advised of this, with reasons. This advice should include an indication that all correspondence will be read, and information passed on as relevant to inform and advise the relevant officers, but that no response will be provided in future.</p> <p>3.4 Record keeping: The Headteacher should keep on record copies of correspondence to and from the complainant.</p> <p>3.5 Staffing: Ensure all staff involved are aware of the arrangements to manage the complainant's issues.</p> <p>3.6 Managing Behavioural Issues: If the complainant's behaviour is abusive or provocative, iCollege may determine that only written representation (by letter) will be acceptable, explaining why, and also explaining who to address any written representation to. Where this is not possible arrangements should be made for a named member of staff to take detail of complaints.</p>

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4. Barring from School Premises	<p>4.1. Although fulfilling a public function, schools are private places. The public has no automatic right of entry. iCollege will therefore act to ensure they remain a safe place for learners, staff and other members of their community.</p> <p>4.2. If a parent's behaviour is a cause for concern, a school can ask him/her to leave school premises. In serious cases, the Headteacher or the local authority can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. iCollege should always give the parent the opportunity to formally express their views on the decision to bar in writing. The decision to bar should then be reviewed, taking into account any representation made by the parent, and either confirmed or lifted. If the decision is confirmed the parent should be notified in writing, explaining how long the bar will be in place.</p> <p>4.3. Anyone wishing to complain about being barred can do so by letter or email, to the Headteacher or Chair of Governors. However, complaints about barring cannot be escalated to the Department for Education. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.</p>
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11 Change Record				
Version Number	Date Approved	Management Committee Minute Reference	Description of Amendments	Review Date
V5			Adapted from V3 of PRU policy and put in iCollege format. Added current contact details	Nov20
V5.1			Updated logo, contact details and review date	Dec 22
V5.2	03.12.24	MC meeting	Formatting, date and contact changes only. FM	Nov'24
V5.3	24.04.25	MC meeting	Formatting and date changes. Merged complaints and persistent / unreasonable procedure- JD	Mar'25

Head Teacher: Jacqueline Davies	Sign:	Chair of Governing Body: Tim Pritchard	Sign:
Date		Date:	

Keeping Children Safe in Education

All staff at iCollege take seriously their responsibility to protect and safeguard the welfare of children and young people in their care; this includes providing help and support to meet the needs of children as soon as problems emerge; protecting children from maltreatment whether that is within or outside the home, including online; preventing impairment of children's mental and physical health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

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