



Saxon Hill Academy



Sleepover Club

Appendix to Shaw Education Policy Compliments and Complaints Policy.

In addition to the formal complaints procedure as set out in the Shaw Education Trust Compliments and Complaints Policy; staff in Sleepover Club record informal complaints or concerns in a 'Grumbles Book'.

This enables us to show that informal complaints and concerns are listened to and actioned and, wherever possible, resolved.

The procedure sits within section 5.0 of the Compliments and Complaints Policy in that:

- We expect most concerns to be dealt with informally and parents/guardians are encouraged to speak to a member of staff to discuss their concerns. The formal procedures should be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.
- If a parent/guardian is concerned or unhappy about anything to do with the residential provision within the Shaw Education Trust, they should in the first instance, inform or discuss the matter with the Head of Care or a member of the residential staff team.
- The Shaw Education Trust Academies operate an open door policy and as such, parents/guardians may wish to book in some time to talk to the Head of Care if this would be beneficial in resolving your concern informally.
- Should the complaint be about the Head of Care; then the Principal should be informed. Otherwise the Chair of the Academy Council will do all they can to resolve the issue informally through a dialogue with the persons concerned.

Appendix approved by (on behalf of Saxon Hill Academy)

Name: (Print)

Name: (Signature)

Date:

Position:

Review date: September 2019