**TCES Group complaints procedure**

At TCES Group we believe that only through a system which encourages openness and transparency can we best safeguard children, young people and staff. The company’s stance on complaints is so vital to our ethos of openness, transparency and the importance of the voice of the pupil, parent/carers, stakeholders and staff that we have employed a dedicated company complaint lead to ensure that the process empowers people to use their voice when things go wrong.

We encourage our pupils, parents/carers, staff and local authority clients to comment on any aspect of our service. For example, you may wish to make an observation on an aspect of school life, or a suggestion on a matter of school policy. If you have a complaint, please fill out the details on this form and email or post it back to us. Staff members who have a concern or complaint in relation to their contract of employment or employee relationship must follow to TCES Group grievance procedure. All other staff complaints should follow this complaints procedure.

**In cases of complaint:**

Within 24 hours’ (1 working day) from receipt of your complaint, you will be contacted and given a reference number. If you have not heard from us, please call your school on the contact number on the next page. There might be an instance, for reasons outside of our control, which may mean that your complaint has not reached us.

We will respond within five working days in writing whether the complaint is resolved in full or not. Our intention is to ensure we find a final, satisfactory resolution and the whole investigation should not take longer than ten working days. Our final response will again be given orally and in writing.

If you are unhappy with the response you are given, you can contact the Executive Head and the Company Safeguarding Lead on complaints@tces.org.uk and appeal against the decision. Following discussion and, if you are still dissatisfied, the complaint will follow the stages 1-5 below:

**Stage One:**

Within 24 hours’ (1 working day) from receipt of your complaint, you will be contacted and given a reference number. A full response will be provided to the complainant by the Head Teacher within five working days, if it is felt that the response may take longer due to the investigation, the complainant will be contacted and will receive a response within ten working days. The process of investigation and response should not exceed 10 working days, except in rare and exceptional circumstances. If this does occur it is vital that the Complainant will be informed, in writing, as to when they may expect a full response. It is essential throughout that the Complainant is kept fully informed of the progress of their complaint.

**Stage Two:**

Should the matter then remain unresolved to the Complainant's satisfaction, they have the right to appeal the outcome, within 20 working days or 4 weeks of the full response being received.

The complaint will be reviewed and investigated by the Executive Head and Safeguarding Lead, who will address the complaint in full. The complainant will be informed of this stage with an acknowledgement letter within 24 hrs and a response provided in 5-10 working days.

**Stage Three:**

The complainant may still require further resolution and therefore at this stage the complaint will be reviewed by the Director of Integrated Services. The complainant will be informed of this stage with an acknowledgement letter within 24hrs and a full response provided to the complainant in 10 working days.

**Stage Four:**

If the complainant remains dissatisfied with the complaint response, the Schools Proprietor will review the complete process, the investigation and the responses to date and provide a resolution to the complainant. This may involve holding a meeting with the complainant. The complainant will be informed of this stage with an acknowledgement letter within 24hrs and a response provided to the complainant within 10 working days.

**Stage Five:**

If the complainant remains dissatisfied and feels they have not had a satisfactory response, or their concerns have not been addressed or resolved fully, the complaint will be reviewed by a panel including School Governors and an independent representative.

The school will ensure that, where there is a panel hearing of a complaint, one member is independent of the management and running of the school. The complainant will be informed of this stage with an acknowledgement letter within 24hrs, the letter will identify the date of the meeting to be held within 15 working days.

**Where to send your form:**

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| **TCES Create Learning** | **TCES Create Primary** | | **TCES Home Learning** |
| School Business Manager  41 Varley Road, Newham, E16 3NR  **Tel:** 01708 393150  **Email:** admin.create@tces.org.uk | School Business Manager  3 Queens Road, Barking  IG11 8GD  **Tel:** 0203 011 3281  **Email:** admin.createprimary@tces.org.uk | | Beacon House,  26-28 Worple Road, Wimbledon,  SW19 4EE  **Tel:** 020 8543 7878  **Email:**  homelearning@tces.org.uk |
| **TCES East London** | | **TCES North West London** | |
| School Business Manager  Stratford Marsh, Welfare Road, London  E15 4HT  **Tel:** 020 8555 6737  **Email:** admin.elis@tces.org.uk | | School Business Manager  85 Old Oak Common Lane, London  W3 7DD  **Tel:** 020 8749 5403  **Email:** admin.nwlis@tces.org.uk | |
| **Company Complaints Lead** | | **Company Safeguarding and Complaints lead** | |
| **Adele Steadman/Tashanna Egbochue**  Executive Head  Beacon House,  26-28 Worple Road,  Wimbledon,  SW19 4EE  **Tel:** 020 8543 7878  **Email:** [complaints@tces.org.uk](mailto:complaints@tces.org.uk) | | **Suzi Mellis**  Safeguarding Lead  Beacon House,  26-28 Worple Road,  Wimbledon,  SW19 4EE  **Tel:** 020 8543 7878  **Email:** [complaints@tces.org.uk](mailto:complaints@tces.org.uk) | |

**Other useful numbers:**

**Friendly, confidential drug advice Home**Childline: 0800 11 11 Frank: 0300 123 6600 Coram Voice: 0808 800 5792

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| --- | --- | --- |
|  | | Complaint Reference Number  [FOR OFFICE USE ONLY] |
| **Name** |  | |
| **Email address** |  | |
| **Address** |  | |
| **Home telephone** |  | |
| **Mobile number** |  | |
| **School** |  | |
| Please write the details of your complaint (You can attach further sheets if required) | | |
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