

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 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 office of the Schools' Proprietor, Thomas Keaney, via Suzi Mellis, the company complaints lead on 020 8543 7878 and appeal against the decision. Following discussion and, if you are still dissatisfied, the Schools' Proprietor will convene an appeals panel within 15 working days.

This will be compiled of three people who have not been directly involved in the matter and one panel member will be completely independent of the school in question. You, as the complainant, may attend the panel hearing and may also be accompanied by a friend. You will be given a copy of the conclusions. N.B. we will discuss the confidentiality of the complaint with you.

The relevant local authority will be informed about any formal complaint and may also be involved as the independent party on the appeals panel.

Where to send your form:

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	Park House, 8 Lombard Road Wimbledon, SW19 3TZ 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.nwlisl@tces.org.uk	
Company Safeguarding and Complaints lead		
Suzi Mellis Director of Integrated Services Park House, 8 Lombard Road, Wimbledon SW19 3TZ Tel: 020 8543 7878 Email: Suzi.Mellis@tces.org.uk		

Other useful numbers:

Childline: 0800 11 11

Frank: 0300 123 6600

Coram Voice: 0808 800 5792



