

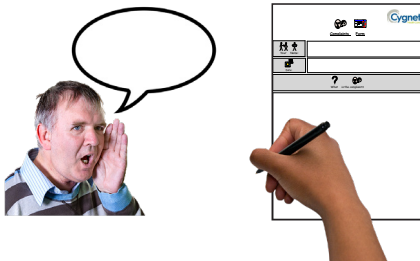


Let's think about making a complaint

Independent Schools



Cygnet has a Complaints Policy.



This easy read document is about how to make a complaint about our services.

What is a complaint?



A complaint is when you feel unhappy about a service and you want a response.

You may be unhappy because:



- we did something in the wrong way
- we did something that should not have been done

Who can I talk to?



You can talk to a teacher or school staff member about any complaints.



Most complaints are solved through talking. Your teacher or a school staff member will listen to you and answer your questions.

If you are still unhappy you can



Fill out a complaints form. Your teacher or a staff member can give this to you and help you to fill it out.



You can write to, or email the headteacher.

What we will do



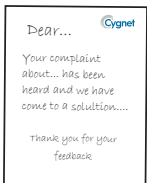
Your complaint is seen by school staff.



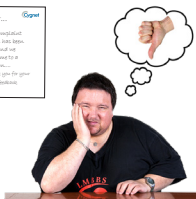
10
school
days



We will deal with your complaint as quick as we can. But it can take up to 10 school days for you to get feedback.



We will send you a letter about what we have found.



If you are not happy with the response to the complaint, or Cynet feels that there should be an investigation, the complaint will be investigated.

Investigation



To have a **complaint investigated** means the complaint will be looked into more.



This might mean speaking to you or other people affected by the subject of the complaint. We may also look at our records of past complaints and events.

We will try to give you a response within 20 school days of the complaint.



20
school
days



The outcome



If you are satisfied with the response to your complaint we will close the complaint.



If you are not satisfied with the response the complaint will be talked about at a panel hearing.

Panel Hearing

A **panel hearing** is when a group of people meet to discuss the complaint.



The panel will involve 3 people who are not directly involved with the complaint and someone who works at your school.

You will receive a response after 20 school days of the panel hearing.

20
school
days



If you are satisfied with the outcome we will close the complaint.



If you are not happy with the outcome it is possible to ask for an independent review from the Department of Education.

Department for Education Information

The Department for Education will listen to complaints about the following areas:



- Education



- Suitability of staff



- School premises



- Pupil welfare and health and safety



- Making information available to parents



- The spiritual, moral, social or cultural development of pupils

Our promise to you



We will listen to you when you talk to us. We will read all complaints.



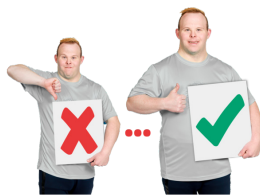
You have the right to say how you feel.



Making a complaint will not affect the teaching or support you receive.



We can support you to understand what is happening.



Your complaints help us improve our services.

More information



If you want to read more about the complaints process you can go to the main Cygnet website on the internet:

<https://www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback/>

Staff can help you go to the website on a computer.

QR codes

To submit a concern or read more about the complaints process you can scan the QR codes below. You will need a phone or tablet to do this. Staff can help you.



Submit a concern or complaint



More information about complaints

Regulators

Regulators and Governing Bodies

 Department For Education (DfE)	 Address: Piccadilly Gate, Store Street, Manchester, M1 2WD  Telephone: 0370 000 2288  Website: www.gov.uk/government/organisations/department-for-education
 Ofsted	 Telephone: 0300 123 1231  Textphone: 0161 618 8524  Email: enquiries@ofsted.gov.uk  website: www.gov.uk/ofsted

Address

Cygnat
4 Millbank, 3rd Floor,
Westminster,
London,
SW1P 3JA

Telephone

0207 123 5706

Website

www.cygnatgroup.com

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helping us make this easy read.



**Accessible
Information
Standard**