

## Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at [www.cygnetschools.com/contact/](http://www.cygnetschools.com/contact/) or simply scan the QR code.

Scan me to raise a concern or complaint



Scan me to leave feedback or a compliment



## Department for education information

On completion of the school's complaints procedure if you remain unsatisfied with the outcome, you can refer your complaint to the Department for Education. The complaint should be regarding the school not meeting standards set by the Department for Education in any of the following areas:

- > Education;
- > Pupil welfare and health and safety;
- > School premises;
- > Staff suitability;
- > Making information available to parents;
- > The spiritual, moral, social or cultural development of pupils.

### Regulators and governing bodies

<b>Department for Education (DfE)</b>	Piccadilly Gate, Store Street, Manchester M1 2WD Tel: 0370 000 2288 <a href="http://www.gov.uk/government/organisations/departments-for-education">www.gov.uk/government/organisations/departments-for-education</a>
<b>Ofsted</b>	Tel: 0300 123 1231 Textphone: 0161 618 8524 Email: <a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a> <a href="http://www.gov.uk/ofsted">www.gov.uk/ofsted</a>



**Head office address:** F.A.O. Complaints and Compliments Team, Cygnet, 3rd Floor, 4 Millbank, London SW1P 3JA



## Feedback, Compliments and Complaints

Policy and Procedure for our Independent Schools



## Our priority is putting individuals at the heart of all we do in the delivery of safe, high quality services.

People who use our services, experts by experience, families, carers and staff told us what they would want our approach to complaints to look like. **They said:**

- > I want to see a **positive culture** around complaints handling.
- > I want to **feel listened to** when I have given my feedback.
- > I want staff to be **honest with me**.
- > I want staff to **capture to my views**.
- > I want staff to **learn from my experience**.

## Raising a complaint or concern at school.

You can do this by:

- > Talking directly to a teacher.
- > Emailing or writing to the Head Teacher.
- > Filling in a complaints form, which you can get from staff at the school.
- > Going to our website at this address: [www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback](http://www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback) and clicking '**Submit a concern or complaint**'.
- > Scanning our QR code at the end of this leaflet and select '**School – name of school**' from the drop down list.
- > Writing to us at our Cygnet Head Office address on the back of this leaflet.



## Whichever method you choose, you can be sure we want to hear your views.

If you want to make a complaint here is some information that might be helpful:

We will investigate complaints within six months of the incident. If the complaint is about a series of related incidents, they need to be raised within six months of the last incident for us to review the complaint.

> **Informal:** We aim to resolve concerns and complaints as quickly as possible. If we can, we will aim to provide a resolution informally within 10 school days.

> **Formal:** If you would like to raise a formal complaint, we will aim to investigate and provide a response to you within 20 school days.

> **Panel Hearing:** If you are not satisfied with the outcome of our formal response, your complaint can be escalated to a Panel Hearing. We will aim to arrange the meeting within 20 school days of the request.

If at any point we cannot meet the timescales we have set out above, we will agree new time limits with you and follow up in writing to explain the reasons for the delay.

\*Our full complaints policy can also be found on the school website.

## Cygnet's complaints process for our independent schools:

### Formal Process

We will write to you within 3 school days to acknowledge your complaint

A member of staff will make contact with you to discuss your complaint

We will aim to respond to your complaint within 20 school days

If you are satisfied with our response we will close the complaint

### Panel Hearing Process

Complaint escalated following formal process

We will write to you within 3 school days to acknowledge your request for a Panel Hearing

We will aim to offer a Panel Hearing date within 20 schools days of your request

The panel will be three people not directly involved with the complaint, of which one panel member will be independent of the management and running of the school

If you are not satisfied, you can ask the Department for Education to review your complaint. Contact details are on the back of this leaflet.

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

After the Panel Hearing, we will write to you with the outcome within 20 school days