



Complaints Policy

All policies will be shared with learners prior to their learning or course with The Positive Impact Foundation. This will include the contact details of relevant people.

Policy for Hearing and Dealing with Concerns and Complaints

This organisation is committed to working in close partnership with all members of the The Positive Impact Foundation community. The Positive Impact Foundation places great value on the role which parents and carers can play in supporting children's learning. Staff and the Director actively encourage a positive relationship between The Positive Impact Foundation and the families of children who attend The Positive Impact Foundation.

We seek to speedily resolve all concerns and would emphasise that most are resolved through informal discussion with a member of the Senior Leadership Team, who should be contacted in the first instance if parents have any general concerns. Please note that all complaints are confidential and therefore if your complaint relates to a disciplinary issue, we will not reveal any sanctions imposed on other pupils.

However, if there is a continuing concern, this can be directed through the formal stages as outlined in The Positive Impact Foundations complaints procedure, detailed below.

Nothing in this policy applies to complaints which are made from persons other than parents of registered pupils at The Positive Impact Foundation.

It is in everyone's interest that concerns are resolved at the earliest possible stage. The experience of the first contact between the parent and The Positive Impact Foundation can be crucial in determining whether the concern will escalate to a complaint. To this end all staff and the Director are aware of the procedure to be followed if a concern is raised. Also, whilst not wishing to encourage complaints, parents should note that they have a duty to raise a matter as soon as conveniently possible. It can then be investigated more effectively whilst information is fresh in the minds of all parties.

Where a concern has not been resolved during the initial contact, a parent may request that the complaint is dealt with under The Positive Impact Foundations complaint process. The Positive Impact Foundation operates a two stage process. Stage 1 involves the investigation on behalf of the SLT and stage 2 investigation by the Director. A parent must begin the complaint at the informal stage and any attempt to bypass the procedures will result in the complaint being referred back to the appropriate stage for action.

Procedure for dealing with complaints

Stage 1: Initial Complaint

Where a concern has not been resolved directly, the parent may raise an informal complaint with The Positive Impact Foundation by contacting the Director. The complaint will be referred to the Director, who will refer it to an appropriate member of the middle leadership team to investigate.

Please note - learners can also complain directly to 1st4Sport in regards to The Positive Impact Foundation.

Where the complaint concerns the Director, Warwickshire County Council will undertake the role of the Director in arranging an appropriate investigation.

The parent will receive a verbal or written response to the concern or complaint raised from the member of staff involved within 15 school days. Where it is not possible to respond fully within that time period, the parent will be informed of the reasons why and a new deadline set for providing a full response.

Please note:

Any matter raised more than four months after the event being complained of will not be considered, except in exceptional circumstances.

Any anonymous complaints will not be investigated unless there are exceptional circumstances.

Stage 2: Investigation by The Director or SLT

Where a complaint has not been resolved at stage 1, the parent may write to The Positive Impact Foundation requesting a further formal investigation. The parent must put their complaint in writing using Appendix A and send it to the Director marked "strictly private and confidential". The Director may refer it to another member of senior leadership team to investigate.

Where the complaint concerns the Director, Warwickshire County Council will undertake the role of the Director in arranging an appropriate investigation.

The parent will receive a verbal or written response to the concern or complaint raised from the member of staff involved within 15 school days. Where it is not possible to respond fully within that time period, the parent will be informed of the reasons why and a new deadline set for providing a full response.

Vexatious Complaints



Very rarely, The Positive Impact Foundation may take a decision to close a complaint where the parent is still dissatisfied despite the significant level of scrutiny provided by these procedures. We will do all we can to assist in the resolution of a complaint but sometimes it is simply not possible to meet all of the parent's wishes and it may be a case of "agreeing to disagree". If a parent persists in making representations to The Positive Impact Foundation which are wholly or substantially similar to a complaint which has exhausted the internal procedures or where complaints or representations are made which are false or where the intention is to disrupt the smooth running The Positive Impact Foundation (in the reasonable opinion of The Positive Impact Foundation), then The Positive Impact Foundation reserves the right to take no further action in respect of that complaint.

General and Monitoring

All complaints and correspondence/hearings under the complaints policy are treated as confidential and will only be disclosed when required to do so by law.

The Director will keep a record of complaints and review on an annual basis the operation of the complaints policy.

In the event of a complainant believing that The Positive Impact Foundation has failed to comply with its own complaints procedure or that The Positive Impact Foundations complaints procedure does not comply with statutory requirements, the complainant may complain to Warwickshire County Council.

Policy Document Complaints Policy

Updated: J Armson/D Strong

Date: February 2020 - to be reviewed February 2021.

Signed by Director

James Armson

APPENDIX A – Stage 2 Complaints Form for complaint to the Director at The Positive Impact Foundation.

Please note: this form should not be submitted to the Director until Stage 1 of the process has been completed.

Complainants Name	
Pupils Name	
Complainants Relationship to Pupil	
Address of Complainant	
Daytime Telephone Number	
Mobile Number	
Email Address	
Details of your Original Complaint	
Who did you speak to or correspond with during stage 1, when and what was the response?	
Why are you dissatisfied with this response?	
What actions do you feel might resolve the complaint at this stage?	
Are you attaching any paperwork, if so please give details.	
Signed	
Date	