

Complaints Procedure re: sessions delivered by Glastonbury Forest School

Who can make a complaint?

This Complaints Procedure is not limited to parents or carers of children that are attending sessions. Any person, including members of the public, may make a complaint to Kelly Browne / Glastonbury forest school about any provision of facilities or services that we provide. We follow this Complaints Procedure.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the Complaints Procedure. Kelly takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with Kelly Browne, we will respect your views. In these cases, the Lead will refer you to another staff member for example Ruth Pixley. Similarly, if the member of staff directly involved feels unable to deal with a concern, we will refer you to another staff member or request the support of organisational staff at Paddington Farm. The member of staff you communicate with will not necessarily be more senior but having the ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, staff at Glastonbury forest school will attempt to resolve the issue internally, through the stages outlined within this Complaints Procedure.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with either the member of staff concerned or the Lead. If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individuals at Paddington Farm to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure. Complaints against staff (except the Lead) should be made in the first instance, to the Lead via email. Please mark this as Private and Confidential. At present the only person accessing the email is the Lead. Complaints that involve or are about the Lead should be addressed to: Ruth Glastonbury forest school at Paddington Farm, via the office. Please mark them as Private and Confidential.

Please be aware that Paddington has no connection to Glastonbury forest school but can act as a communicator if needed to intervene at any point.

Complaints about Paddington Farm will need to follow their own complaints procedure. However, if your complaint isn't resolved through communicating with Paddington Farm, you can contact the Forest School association.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact one of our team whom you feel comfortable communicating with. You can also ask third party organisations like Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Lead and staff or if relating to Paddington Farm location the staff there, if appropriate, will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time.

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of services by those providing sessions with Kelly Browne / Glastonbury forest school, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Statutory assessments of Special Educational Needs	Statutory assessments of Special Educational Needs should be raised with Somerset Local Authority.

<p>· Matters likely to require a Child Protection Investigation</p>	<p>Complaints about child protection matters are handled under our Child Protection and Safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding, at Somerset Direct 0300 123 2224.</p>
<p>· Whistleblowing</p>	<p>We have an internal Whistleblowing Procedure for all our employees, including temporary staff and contractors. Whistle blowing is seen as a positive action that is in place to enable improvement of services provided and is an action for the benefit of children and staff.</p> <p>Volunteer staff who have concerns about conduct of our sessions or employees or other volunteers Should complain through the complaint's procedure. You may also be able to complain direct to the Forest School Association or Council depending on the substance of your complaint.</p>
<p>· Staff grievances</p>	<p>Complaints from staff will be dealt with under the school's internal procedures.</p>
<p>· Staff conduct</p>	<p>Complaints about staff will be dealt with under the internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>

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Review Date: January 2023

<p>· Complaints about services provided by other providers who may use the woods at Paddington farm.</p>	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.</p>
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If other bodies are investigating aspects of the complaint, for example the police, local authority, safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Kelly Browne / Glastonbury Forest School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, Kelly Browne/ Glastonbury Forest School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better.
- an assurance that we will try to ensure the event complained of will not recur.
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies in light of the complaint
- an apology

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Stage 1

Formal complaints must be made to the Lead (unless they are about the Lead), via the office at Paddington Farm or via email. This may also be done in person -in writing (preferably on the Complaint Form), or by telephone.

The Lead will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 7 days of receiving the complaint. Be aware that if handed to the office at Paddington Farm, it may be a few days before receiving the complaint.

Within this response, the Lead will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Lead can consider whether a face-to-face meeting is the most appropriate way of doing this.

During the investigation, the Lead will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Lead will provide a formal written response within 12 days of the date of receipt of the complaint.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Kelly Browne / Glastonbury Forest School will take to resolve the complaint. The Lead will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the Lead an alternative member of the team will be appointed to complete all the actions at Stage 1.

Complaints about the Lead must be made in writing and addressed to: Ruth at Glastonbury Forest School, Paddington Farm.

If the complaint is:

- jointly about Kelly and Ruth or
- All staff

Stage 1 will be directed to the Paddington Farm (Tiffany) to organise an independent impartial investigation which will involve discussion with staff involved and seek to organise a resolving conclusion. At the conclusion, there will be a formal written response from Glastonbury Forest School staff witnessed by PFarm.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – an in person meeting with a maximum of 3 staff members dependent upon numbers employed at the time. This meeting will be held at Paddington Farm to listen to the complaint in person, validate the complaint, respond with appropriate action which could also involve an apology. This is the final stage of the Complaints Procedure.

A request to escalate to Stage 2 must be made to the Lead, in writing to Kelly Browne Glastonbury forest school at the Paddington Farm the office, within 9 days of receipt of the Stage 1 response.

The Lead will record the date the complaint is received and acknowledge receipt of the complaint in writing by email within 5 days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Lead will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 28 days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The Complaints Committee will consist of three independent forest school practitioners who are members of the forest school association with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three forest school practitioners available, they will source any additional, independent youth workers.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this Complaints Procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.

At least 7 days before the meeting, gfs will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 9 days before the meeting.

Any written material will be circulated to all parties at least 7 days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented.

The committee can

- uphold the complaint in whole or in part · dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint.
- where appropriate, recommend changes to the systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and staff working with Kelly Browne / Glastonbury forest school with a full explanation of their decision and the reason(s) for it, in writing, within 14 days.

The letter to the complainant will include details of how to contact the Forest School Association and local authority depending on the nature of the complaint if they are dissatisfied with the way their complaint has been handled.

If the complaint is:

- jointly about Kelly and Ruth
- All Staff

Stage 2 will be heard by a committee.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Kelly Browne / Glastonbury forest school will take to resolve the complaint. The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under law, they can contact The Forest School Association or Somerset Council dependent upon the nature of the complaint after they have completed Stage 2.

They will consider whether Kelly Browne and staff working to deliver Glastonbury forest school sessions have adhered to legislation and any statutory policies connected with the complaint.

The forest school Association <https://forestschoollassociation.org/>

Somerset council <https://www.somerset.gov.uk/>

Complaint Form

Please complete and return to Kelly Browne (Lead) who will acknowledge receipt and explain what action will be taken.

You can do this via email: glastonburyforestschool@gmail.com

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):

Address:
Postcode:
Day time telephone number:
Evening telephone number:

Please give details of your complaint, including whether you have spoken to anybody at the sessions about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:
Date:

Official use

Date acknowledgement sent:
By whom:
Complaint referred to:
Date:

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible.
- cooperate with the school in seeking a solution to the complaint.
- respond promptly to requests for information or meetings or in agreeing the details of the complaint.
- ask for assistance as needed.
- treat all those involved in the complaint with respect.
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by providing a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved.
- interviewing staff and children/young people and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning ·
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting ensure that any papers produced during the investigation are kept securely pending any appeal.
- be mindful of the timescales to respond.
- prepare a comprehensive report for the Lead or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Lead or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure.
- liaise with staff members, Lead, volunteers if necessary, Paddington Farm (if appropriate) to ensure the smooth running of the Complaints Procedure
- be aware of issues regarding:
- sharing third party information
- additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person.
- keep records.

Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy.
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person.
- the remit of the committee is explained to the complainant.
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting.

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed.
- key findings of fact are made.
- the committee is open-minded and acts independently.
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure.
- the meeting is minuted.
- they liaise with the Clerk (and complaints co-ordinator if the school has one).

Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so.

No person may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant.

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- many complainants will feel nervous and inhibited in a formal setting.

Parents/carers often feel emotional when discussing an issue that affects their child.

- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting.

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests, the welfare of the child/young person is paramount.

Next Review Date: 26 March 2025

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