

**PRISM INDEPENDENT SCHOOL**

**Complaints Procedure**

We welcome feedback both positive and constructive at any time during your involvement with our school and associated projects.

Prism Independent School is committed to providing a high quality service to all users. When something goes wrong we need our users to tell us so that we can continually improve our standards. We also need to be approachable and accessible so both young people and partnership agencies feel that their concerns will be taken seriously. We hope our complaints procedure will fulfil these aims.

If you wish to make a complaint about our service (or are not sure yet) then please talk to the Senior Project Manager that runs the project you are involved with. You may feel that you wish to remain anonymous at this point and this is fine. Once you have talked through your concern with the Senior Projects Manager and decided how you wish to proceed we will try to resolve your complaint informally.

The Senior Projects Manager will discuss your complaint with the Executive Headteacher and unless we feel there is a risk of serious harm to yourself or another person or child we will keep all matters confidential. At this point we will work with you to try to resolve the issue you have complained about informally.

If you feel unable to approach the Senior Projects Manager or your complaint involves them then you will need to speak to the Executive Headteacher or a member of the Management Committee. You can request this at on 01274 487633 during office hours or by e-mailing: [paul.craven@prismyouthproject.org](mailto:paul.craven@prismyouthproject.org)

If you wish to make a formal complaint then we will need to take details of that. You can do this by writing a letter or asking the Senior Projects Manager or Executive Headteacher to record your concerns. If the issue is one of serious risk or serious misconduct then we will need to be able to contact you so will need your full details.

Outlined below are the steps which we will then take to resolve the matter.

We will record your complaint in our complaints file. We will do this as soon as we can after your complaint.

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint.

We will investigate your complaint and then write to you with a detailed response. This will hopefully resolve the issue.

At this stage, if you are still not satisfied you can appeal to our Management Committee

At this time the Management Committee will explore the issue and write to you confirming their final position and/or actions that will be taken on your complaint and explaining their reasons.

13/03/2012

Paul Craven