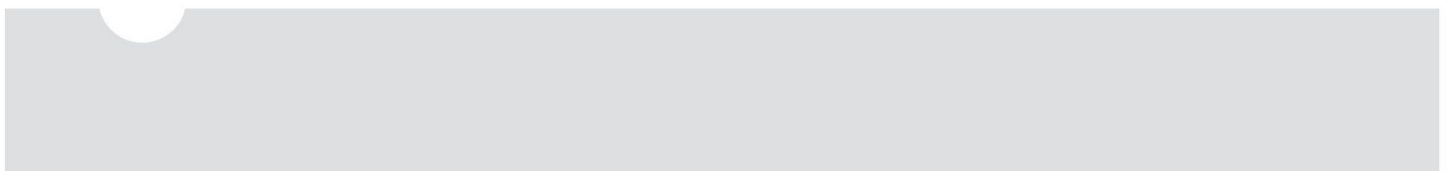




July 2025

Making the difference

Complaints Procedure



Making the difference

COMPLAINTS PROCEDURE

We value your comments

The views of parents and carers of children accessing Vbranch House are very important to us, and we take any feedback we receive very seriously. If you are unhappy with any aspect of our work, we would like to hear about it. We appreciate the opportunity to review all comments given us to learn and improve.

Principles of Vbranch Houses Complaints Procedure

We seek to ensure that:

- complaints are listened to and investigated thoroughly
- complaints are dealt with in an appropriate, fair and timely manner
- complaints are dealt with consistently throughout Vbranch House School and Clinic
- we learn from the complaint

The complaints procedure

You can make a complaint by telephone, letter, email or in person.

Children's Complaints

All staff are aware of the importance of listening to children and opportunities are made to talk and listen to them. Children are encouraged to communicate with staff. Staff will take on an advocacy role, where appropriate, particularly in the case of children with more severe physical difficulties who are unable to voice their own views clearly.

A child would normally report any complaints to their class teacher, therapist or special support assistant at Vbranch House. Any member of staff may find that they are confided in by a child and they will bring that information to the attention of the appropriate named person – the Head of Therapy for outpatients and the Head of Education for school pupils.

If a child makes a complaint that is judged to be serious this is treated as a formal complaint and recorded on CPOMS, for a school pupil, and in the therapy notes, for an outpatient, and reported to the appropriate head of service. On both systems the details of the complaint and the action to be taken are recorded.

Parent's Complaints

Vbranch House has a formal complaints procedure which is designed to give parents and guardians clear guidance on how to resolve an issue whilst offering, as far as is possible, the opportunity for resolution of the complaint independently of the staff involved. The Complaints Procedure is outlined below:

First Action

If a parent has a problem with something happening in their child's class or with their child's therapy they are encouraged in the first instance to speak to the Class leads or Therapist as the partnership between the parents, the child and the charity is very important to the quality of school life and the therapy clinics. If the problem is of a nature which makes such a discussion with the Class Teacher, Class Lead or Therapist impractical, or if parents would like to speak to another member of staff then parents should speak to the Head of Therapy or the Head of Education.

If the complaint is about the CE then the complaint it can go straight to the Chair of Trustees. She can be contacted by email: trustees@vranchhouse.org

Second Action

If you wish to make a formal complaint

You can do this verbally or in writing in the first instance to the Head of Education or to the Head of Therapies. If you prefer, you can share your concerns with your class lead or Therapist who can then communicate your concerns to the Head of Therapy or Head of Education on your behalf. If the complaint concerns the Head of Education or Head of Therapies then the complaint should be made directly to the CE.

Once we receive a complaint, we will acknowledge this with you in writing **within five working days** and will make sure you are informed about the complaint process.

The Head of Education, or Head of Therapy will look carefully into the details of the complaint and will undertake a full investigation.

Following the investigation, we will respond to you in writing **within twenty working days** of receiving your complaint. If for any reason the investigation into the complaint takes longer than twenty working days, you will receive an explanation why this is, and we will give you an update on the progress of the investigation. On completion of the investigation, a full written response will be sent to you **within 10 working days**.

We hope that you will be satisfied with the investigation into your complaint and the response, but if you do not feel we have responded adequately then you may ask for a review of the complaint. The review will be performed by a small panel of at least 3 people of either the Trustees or Governors of Vbranch House depending on the nature of the complaint. One of the panel members will be independent of the management and running of the school.

You will be allowed to be accompanied at the panel hearing if you wish. If you feel you need legal representation this can be discussed and allowed if appropriate.

A copy of the findings will be provided to you and to the staff member or members that you have complained about. A written record will be held by

Vranch House and kept confidentially in accordance with data protection. These reports of findings and recommendations will be available for inspection by the Trustees, Head of Education, Senior Management team and Ofsted.

Alternatively, you can ask Ofsted, the ICB or the Charity Commission to investigate further.

