

THE SCHOOL & FAMILY WORKS Representations and Complaints

If a child, young person or their family or any other person has any complaints, worries or concerns about a member of staff employed by The School & Family Works (SFW) or the service they have received from the company, it is important that these are discussed at the earliest opportunity with a member of staff from SFW so that matters can be aired and hopefully resolved. If concerns cannot be resolved informally, they should be put in writing and sent to the Chief Executive Officer (CEO), Mark Griffiths (mark@theschoolandfamilyworks.co.uk) This will then trigger the complaints procedure outlined below.

Complaints about the CEO should be addressed to the Chair of the Board, James Alexander (james.alexander.work@gmail.com)

A summary of the procedure

- Within 5 working days of receipt of a written complaint, a member of SFW staff, not directly involved in the circumstances of the complaint, will be appointed to investigate the complaint. This will usually be the CEO. If the CEO is the subject of the complaint or is directly involved in the subject of the complaint, then the investigation will be conducted by the Chair of the Board or a person appointed by him/her.
- A preliminary interview with the person who is making the complaint will be arranged within 14 working days of receiving the complaint.
- SFW will contact those who are the subject of the complaint and arrange meetings. These meetings will be minuted.
- The person who is conducting the investigation will write a report explaining their findings and share this with all interested parties - hopefully this will resolve the matter. If not:
 - The Chair (or another independent member of the Board) will be appointed if the matter has not been resolved within the 14 days. He/she will review the evidence and, if necessary, interview relevant parties, endeavouring to resolve the matter. This investigation should be completed within 14 days.

- On completion of the investigation, a report of the findings will be presented to all concerned. It may be necessary to hold a meeting to ensure that the matter is resolved satisfactorily.
- There is no further appeals procedure following this stage. If the complaint is not resolved at this stage, the complainant will be advised as to the appropriate external bodies to which further representation may be made, e.g. the host school.

ADDRESS

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All correspondence to the Chair or Chief Executive Officer should be addressed to:

The School & Family Works
36 Buckingham Road
Petersham
Surrey,
TW10 7EQ