Student Complaints Policy

Summary:	Procedure to be followed by students when they have a concern or complaint.
Effective from:	August 2024
Responsible Officers:	Grace Muir - CEO HEROS Charity Stephanie Collett – Education Programme Manager
Review Date:	August 2025
Applies to:	Everyone
Related policies:	Complaints Policy and Procedure Safeguarding Policy Health and Safety

Aim of HEROS 'Promoting Welfare. Fulfilling Potential, Creating Bright Futures'

We aim to provide an exceptional education for every child through an ethos of collaboration and high aspirations and through the principles of quality equine assisted and classroom-based learning using curiosity, exploration, and discovery.

This policy is for all students that attend HEROS. It covers complaints regarding other students, staff, facilities, and any form of discrimination or harassment.

A complaint is a formal expression of dissatisfaction or concern raised by a student regarding an issue within the institution.

Informal Resolution:

Before telling us about your complaint via a form, you should tell your parents, an adult you trust or a tutor you feel comfortable with. By discussing your concerns directly with the involved person or a tutor, the issues can be resolved quickly and through open communication. If an informal resolution is not possible, you may file a formal complaint.

Formal Complaint Procedure

Step 1: Submission of Complaint

You must submit a complaint form to a HEROS staff member of your choice, any staff member can help you fill this form in. This will then be taken to the appropriate senior staff member, Grace, or Steph.

Step 2: Acknowledgment

Once your complaint has been submitted, a member of the safeguarding team will acknowledge the complaint within 5 days, they will plan a meeting to gain more information on the incident and derive a plan of action.

Step 3: Investigation

A member of the safeguarding team, Grace, Steph, Jo or Sarah will conduct a thorough investigation. This may involve interviews with you, the individual involved in the complaint, and any witnesses, as well as a review of relevant documents.

The investigation will be completed within 20 days, unless an extension is necessary, in which case you will be informed.

Step 4: Resolution

After the investigation, a meeting will take place where a resolution is proposed, and a course of action is made.

You and your parents will also be given of the outcome in writing, including any actions to be taken.

Appeal Process:

If you are not satisfied with the outcome, you may speak to a member of staff. They will ask you to explain why you feel the complaint needs to be looked at further and whether any new evidence has been found

Final Decision

The appeal will be reviewed by a senior administrator or an appeals committee. The final decision will be communicated with you within 14 days.

Record Keeping

All records of complaints, investigations, and resolutions will be kept securely by the HEROS for a period of at least 5 years. These records will be used for quality improvement and may be reviewed to identify patterns or areas of concern.

Review of Policy

This policy will be reviewed annually to ensure its effectiveness and relevance. Changes to the policy will be communicated to all students and staff.

Contact Information

For questions or assistance with the complaint process, students can contact Grace Muir, Stephanie Collett or Sarah Hytner Marriott on the numbers below or contact the office.

Grace Muir: 0777877543

Stephanie Collett: 07775508800

Sarah Hytner Marriott: 07353112408

Main Office: 01488638820