

CONCERNS AND COMPLAINTS

For use by whom:	All Staff
Commencement date:	September 2006
Reviewed:	June 2017
Next Review:	June 2018

PURPOSE

- To ensure that students' and their advocates are aware that there is a complaints procedure in place;
- To ensure that any complaint is recorded, investigated and actioned to the satisfaction of the student or their advocate.

PROCEDURE

The policy will be made available to all students and their advocates. A policy will also be made available to students in symbol format.

The procedure is divided into two in order to serve both the needs of the students, and the concerns of their advocates.

STUDENTS CONCERNS AND COMPLAINTS

If a student has concerns or wants to complain about anything, then they can ask any member of staff. It is Langdon College policy that staff should assist the student by respecting their wishes and feelings when raising any concern or complaint and should advise the student that they can approach by talking, telephoning or writing to any of the following:

- Keyworker/Personal Tutor
- Any other member of staff including the Home Manager, Head of Student Services, Head of Education or Principal;
- Parents/Guardian;
- Social Worker;
- Care Quality Commission.

Unless students are made aware of their rights and responsibilities, and their right to complain, they will not do so. For this reason, during the student's induction and within elements of the individual learning programme, emphasis will be given to incorporating the Complaints Procedure and explain how to complain.

ADVOCATES CONCERNS AND COMPLAINTS

Langdon College works closely with parents, other relatives and advocates. Inevitably, over the period of a three year course, there may well be concerns regarding provision for students and occasionally, cause for complaint.

The College is committed to resolving such issues as quickly and smoothly as possible.

Any concerns can be raised in person, in writing or over the telephone to the Home Manager, Head of Student Services or the Principal. The College will review the cause for concern and wherever possible try to resolve the matter to everyone's satisfaction.

If any parent or advocate does not feel that a concern has been appropriately addressed then they should make a formal complaint by writing directly to the Principal or Head of Student Services who will respond after a review has taken place. Alternatively, parents or advocates can ask their Social Worker or any representative listed below to approach the College on their behalf.

Complaints can be made, on behalf of students, from any of the following:

Parents/Guardian/Advocate;
Langdon College staff including the Keyworker/Personal Tutor;
Social Worker;
Specialist Careers Advisor;
C.Q.C. Inspector;

Access to Independent Advocacy is available:

The College will respond to any formal complaint made directly to the Principal or Head of Student Services, within three to five working days from receipt of the complaint, and to have fully investigated and conveyed the results of the investigation to the complainant within 20 days.

A request may be made to meet and discuss details of the complaint.
If an advocate does not feel that a concern or complaint has been dealt with satisfactorily then they will be advised by the College to contact either:

The Home Local Authority;

The Locality Manager (North), Care Quality Commission;

Young people also have access to the Childline helpline - Telephone: 0800 1111

Address and telephone will be supplied if requested/required.

Signed:

Date: June 2017