



## **EMVA COMPLAINTS POLICY 2017**

This policy should be used in conjunction with the DfE School Complaints Toolkit 2014 and the Best Practice Advice for School Complaints Procedures 2016.

Introduction: Since 1 September 2003 governing bodies (GBs) of all maintained schools and maintained nursery schools in England have been required, under Section 29 of the Education Act 2002, summarised in Annex A, to have in place a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides. Although EMVA is not a registered school we have created this policy to follow the guidance given.

EMVA is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow EMVA's formal complaints procedure. The prime aim of EMVA's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. The following details outline the stages that can be used to resolve complaints.

The EMVA Policy has four main stages. In summary they are as follows: -

- Stage 1 (informal): concern heard by an appropriate staff member
- Stage 2 (formal): complaint heard by Programme Manager;
- Stage 3 (formal): complaint heard by Senior Leadership Team

### **Stage 1 – concern heard by staff member**

Concerns can be raised with the EMVA at any time and will often generate an immediate response, which will resolve the concern. EMVA requests that parents make their first contact with their child's Key Worker. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two.

The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call EMVA within 10 EMVA working days. EMVA will then look at your complaint at the next stage.

### **Stage 2 – complaint heard by Programme Manager;**

The Manager may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The Manager will arrange for the complaint to be

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acknowledged within 5 EMVA working days of receiving it and a meeting may be convened to discuss the matter further.

Following the investigation the Manager will aim to provide a written response within 10 EMVA working days of sending the acknowledgement. However, if a complaint is more complex to review, this can be extended to a maximum of 20 EMVA working days. EMVA will provide you with details of the new deadline and an explanation on the delay.

If you are not satisfied with the result at stage 2 please write to or call the EMVA within 10 EMVA working days of getting our response. EMVA will then look at your complaint at the next stage

### **Stage 3 – complaint heard by Senior Leadership Team**

If the matter has not been resolved at Stage 2 or the complaint is about the Programme Manager, then you will need to write to the Senior Leadership Team c/o the EMVA. The Senior Leadership Team will arrange for the complaint to be acknowledged within 5 EMVA working days of receiving it and a meeting may be convened to discuss the matter further.

Following an investigation, the Senior Leadership Team will aim to provide a written response within 10 EMVA working days of sending out the acknowledgement. However if a complaint is more complex to review this can be extended to 20 EMVA working days. The EMVA will provide you details of the new deadline and an explanation on the delay.

Stage 3 is the last stage of complaints at EMVA. If you are dissatisfied with the result at stage 3, you have the option to complain to the Local Education Authority.

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