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# COMPLAINTS PROCEDURE

Newquay Forest School (NFS) is committed to delivering a high quality service and encourages its learners to tell it where there is cause for concern and a case for improvement.

At the same time it is expected that in raising possible issues of complaint, Learners will have observed their obligations as members of the school, through meeting their course commitments and a level of general behaviour that accords with Newquay Forest School's regulations and reasonable consideration for others.

Other learners will be expected to have observed an acceptable level of behaviour and consideration for others.

## **We aim to handle complaints in a way that:**

Is fair and efficient

Treats complaints with seriousness, sympathy and confidentiality

Facilitates early resolution

Allows NFS or a particular section to benefit from the experience

## **How to Complain**

This procedure outlines a number of simple routes to be used by any learner or user depending on the seriousness of the complaint. The following list indicates examples of the type of complaint covered by this procedure:

Misinformation about your course

Poor teaching or supervision

Insufficient facilities

The behaviour of a member of staff

The behaviour of another learner

A failing in an area of our service

Do remember that complaints will not always produce the outcome you are looking for. For instance, policy decisions or resourcing beyond the School's control may affect the level of service provided.

However, whatever the decision, we undertake to inform you of the result of a complaint and the reasons for it.

## **Sensitive Issues/Complaints**

If you have an issue which is not about the School's services or teaching but instead relates to a more sensitive and personal issue such as harassment, you can refer to the School's separate procedures on equal opportunities which sets out what action you can take. Copies are available on the website.

## **Newquay Forest School's Guarantee**

If you have a concern, do not hesitate to raise it. We would like to hear from you as early as possible to resolve the problem and to put things right for the future.

We welcome your views and suggestions. We will monitor all comments and complaints, treat them seriously and follow our procedures and timescales. We will always endeavour to continuously improve our service.

## **Compliments, Comments & Complaints**

If we do something really well, we want to know, but if something goes wrong, it is of equal importance that we are told. We would welcome your feedback - simply print off and fill out the feedback form (which can be found on our website) and return to us.

## **The Complaints Procedure**

### **STAGE 1**

Complaints of a minor nature should be raised immediately with the member of staff responsible with the aim of resolving the problem directly and informally.

It is anticipated that the majority of complaints/issues/problems are capable of being resolved at Stage 1 within a target of 10 working days.

This will generally be an oral process any staff involved will be encouraged to share the experience where the effectiveness of the section could benefit. If you are still not satisfied with the response to your complaint, you should use stage 2 of the procedure outlined below.

## STAGE 2

Newquay Forest School appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

Where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write to the manager of Newquay Forest School. This can be by letter or by using the School's Complaints, Compliments and Comments Form which is available from the website.

Your complaint must be specific and comprehensively documented. You should present full details, including your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution. Finally, you should state what reasonable steps should be taken to resolve the complaint.

The manager will then approach the relevant member of staff on your behalf to try to facilitate the resolution of your complaint. You should expect to receive an acknowledgement from the manager of your written complaint within 10 working days. It is our aim that most complaints under Stage 2 should be resolved within 28 days. You will be informed if there is likely to be any delay in the process.

The manager will notify you in writing of the result of your complaint and the reasons for the decision. If your complaint is about the Learner Services Manager, you can approach the Principal who will designate another manager to try to resolve the issue.

## STAGE 3

If the complaint remains unresolved under Stage 2 to your satisfaction, you can write directly to the management committee. Please provide full details of your concern in your letter which will be acknowledged prior to an investigation. Normally you will receive a full response within 10 working days.

## STAGE 4

If you remain unhappy, there may be a final right of complaint to Cornwall Council, any Referring Body (such as a local school), the Learning & Skills Council or the Forest School Association.