



# Complaints Policy

Reviewed	Date of Next Review	Responsibility
June 2024	June 2025	Principal

## Our Mission:

**'To enable young people to live and work without barriers'**

## Our Values:

- **Teamwork** – we hold ourselves and each other to account and are better when we work together
- **Compassion** – we act with trust, honesty, and kindness in everything we do
- **Inclusion** – we treat each other fairly and with respect
- **Innovation** – we encourage thoughtful, creative, and aspirational ideas
- **Pride** – we encourage each other to be proud of who we are and what we do

## 1. Introduction

This policy sets out Fairfield Trust's (FT) approach to the any service user, associated family member, staff, customer and visitor, dissatisfied with their experience across the FT.

1.1. This policy should be read in conjunction with the FT's:

- Whistle Blowing Policy
- Safeguarding & Child Protection Policy
- Anti-Bullying Policy

1.2 Managers are available to listen to and act on views and concerns and to encourage discussion and action on issues raised by students, staff, and other parties before they develop into problems and formal complaints. However, should you remain unhappy with the outcome of these discussions, then you should consider following the formal complaints procedure.

## 2. Complaints procedure

2.1. You have the right to make a complaint, to be heard and to receive a response regarding any issues across the Trust which concern you. Any views you have will be taken seriously.

2.2. A complaint or request concerning the YPS (Young People's Services), may be made by you, or a person acting on your behalf, verbally or in writing to the Registered Manager at Fairfield College, High Street, Dilton Marsh, Westbury, BA13 4DL Tel. 01373 823028.

2.3. A complaint or request concerning Education Services, may be made by you, or a person acting on your behalf, verbally or in writing to the Principal at Fairfield College, High Street, Dilton Marsh, Westbury, BA13 4DL Tel. 01373 823028.

2.4 A complaint or request concerning the Principal, may be made by you, or a person acting on your behalf, verbally or in writing to the CEO at Fairfield College, High Street, Dilton Marsh, Westbury, BA13 4DL Tel. 01373 823028.

2.5. A complaint or request concerning any other aspect of the Trust, may be made by you, or a person acting on your behalf, verbally or in writing to the Head of HR at Fairfield College, High Street, Dilton Marsh, Westbury, BA13 4DL Tel. 01373 823028.

2.6. A person acting on your behalf may be a staff member of your choice, a family member, support professional or a local independent advocate.

2.7. A designated manager will carry out a thorough investigation into the issues raised by you and shall, within 28-working days after the date on which the complaint is made (or such shorter period as may be reasonable in the circumstances) inform you of the action (if any) that is to be taken.

2.8. If you are not satisfied with the outcome of the investigation, you or the person acting on your behalf, may appeal the decision by writing to the CEO at Fairfield College, High Street, Dilton Marsh, Westbury, BA13 4DL Tel. 01373 823028.

2.9. In the case of an appeal, the CEO will review the original complaint, investigation and produce a report within 28-working days of the appeal letter.

If the complaint is directly linked to the CEO, the appeal should be addressed to The Chair of Trustees, Fairfield College, High Street, Dilton Marsh, Westbury, BA13 4DL. **Please note the appeal stage reviews due process, diligence and certifies that all information presented has been considered, the original complaint is not re-investigated. This represents the end of the formal complaint's procedure.**

- 2.10. Where concerns have not been addressed you may wish to contact the local council who commissioned the placement. Contact details will be on the letter offering the placement or by contacting your SEND Lead Worker (or equivalent) or Social Worker.
- 2.11. Where you have safeguarding concerns and the Trust and local council have not provided you with clarification, you may consider contacting The Care Quality Commission or Ofsted.
- 2.12. You will not be victimised for making a complaint.
- 2.13. A record of complaints will be maintained by managers showing the details of any investigation, the action taken and outcomes. This record will be made available to CQC, local council officers, ESFA and/or Ofsted.

### **3. Unreasonable complaints procedure**

- 3.1 On occasion, the actions, or behaviours of a service user, associated family member, staff, customer or visitor can take up a disproportionate amount of staff time when there is no realistic possibility of a satisfactory resolution even after following the guidance in points one and 2 above.
- 3.2 It is recognised that people may act out of character in times of trouble or distress. There may be upsetting or distressing circumstances leading to any complaint and FT accepts that being persistent can be positive when pursuing a complaint.
- 3.3 However, the actions of individuals who are angry, demanding, or persistent can result in harassment of FT staff and unreasonable demands. It is these actions that FT considers unacceptable. These actions can include:
  - Aggressive or abusive behaviour (in person, by phone, email, or use of social media)
  - Unreasonable demands
  - Unreasonable persistence (resulting in the harassment of groups or individual members of staff)
- 3.4 The manner in which FT will manage the actions of an unreasonable complainer will depend on the nature and extent of their actions.

If it adversely affects FT's ability to carry out its work and provide a service to others, we may restrict the complainants contact with us in order to manage the impact of their actions. This could include the restriction of contact in person, by telephone, letter, electronically or through social media sites.

We will advise individuals in advance when their contact is going to be restricted. In extreme cases, it may be necessary to involve the police to protect staff whom they have a duty of care for.

3.5 FT will endeavour to maintain at least one form of contact. In extreme situations or where the unacceptable nature/frequency of contact (through any medium) persists, FT will consider legal action against them. This could include but is not limited to injunction proceedings on the basis that an individual is directly affecting FT in undertaking its wider service delivery.

BY ORDER OF THE BOARD

**Graeme Athey**  
**Principal**

June 2024