



Aireborough Family Services How to Register a Complaint

Initial Registration of a Complaint via the Informal stage

Initially, you should address your concerns directly to a member of staff either in person, by phone or in writing. In most instances, you will find the person you make contact with will be sympathetic and as anxious as you are to solve the problem.

Formal Registration of a Complaint—Stage 1

However, if you are still not satisfied, or if the complaint is about a matter of policy, you can put your complaint in writing to the manager. You can do this by letter or by filling in a complaints form which you can get from the centre. Your complaint should be lodged as soon as possible but in any case no later than **three months** after the incident. You should get an acknowledgement of your complaint within **three working days**. The manager will make sure a full investigation is carried out and a full response will be sent within **15 working days**.

Note: if your complaint is about the manager, you should send your complaint to the chair of governors for the Cluster who will follow the same timescales for Stage 1.

Formal Registration of a Complaint—Stage 2

If you are still not satisfied after Stage 1, you can address your complaints to the governing body. This must be done in writing within **ten working days** of getting the response from the manager or chair of governors. A panel, made up of at least three governors with no previous knowledge of or involvement in the case, will be convened within **20 working days**. The panel **will not hear the case again**. Instead, they will carry out a review of the investigation to make sure it has been carried out fairly and the correct procedure has been followed. The panel will tell you and the Manager what they have decided within **three working days**.

Leeds Children's Services Review

If you believe that the matter has not been dealt with fairly you can ask Leeds Children's Services to examine the process that has been followed. Leeds Children's Services will appoint an investigating officer who will check that:

- reasonable procedures have been followed;
- that the person making the complaint has been treated fairly;
- and that there has been no breach of statutory regulations.

Leeds Children's Services does not have the power to set aside the decision of the governors' panel. It can only comment on the fairness of the process.

Local Government Ombudsman

If you feel that Leeds Children's Services has not followed the process correctly, you can take your complaint to the local government ombudsman.

Finally, a further stage of appeal can be taken to the Secretary of State for Education and Skills, but only on the grounds that the governing body or Leeds Children's Services is acting or proposing to act unreasonably or illegally.

Contact Details:	Aireborough Family Services Manager Albion House Rawdon Park Yeadon LS19 7XX simon.toyne@aireboroughfamily.co.uk	Chair of Governors (AFS) Via N Renouccie RenoucN1@guiseleyschool.org.uk (PA to Chair) c/o Guiseley High School Guiseley Leeds LS20 8DT 01943 872315.	Leeds Children's Services Customer Relations PO Box 837 Leeds LS1 9PZ Tel: 0113 378 5111 Email: complaints.children@leeds.gov.uk	Local Government Ombudsman PO Box 4771 Coventry CV4 0EH Tel : 0300 061 0645 Email : advice@lgo.org.uk Website: https://www.lgo.org.uk/make-a-complaint
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Appendix 2

AIREBOROUGH CLUSTER COMPLAINTS RECORDING FORM

Complaints / feedback form

Personal Details

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Name

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Address

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Postcode

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Daytime telephone number

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Evening telephone number

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If applicable, name of child(ren) and year at centre

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Your relationship to the service e.g. parent, carer, neighbour, member of the public, student.

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Please give details of your complaint:

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What action, if any, have you already taken to try and resolve your complaint? Who did you speak to, when and what was the response?

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What actions do you feel might resolve the problem at this stage?

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Signature

Date

Official Use:

Date of acknowledgement
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By whom
.....

Complaint referred to
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Date
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You can register your complaint by sending this form to:

Simon Toyne – Integrated Services Leader
c/o Aireborough Children's Services
Albion House
Rawdon Park, Rawdon
LS19 7XX

Alternatively you can telephone your complaint on: 0113 3782112

Email: simon.toyne@aireboroughxs.co.uk

If the complaint concerns the Integrated Services Leader and/or you do not wish to send your complaint to Simon Toyne you can contact either Paul Clayton – Cluster Chair on 01943 872315 or LCC Customer Relations on complaints.children@leeds.gov.uk