



Wargrave House

'The Autism Specialists'

**'Wargrave House
is an exceptional
school'**

OFSTED 2014

**"The quality and
consistency of care
that residential
pupils receive is
outstanding"**

OFSTED Residential
Inspection 2017

**'Students love
coming to school'**

OFSTED 2014

**"Wargrave House is a service
that enables some very
vulnerable young people to
develop a sense of
belonging, ownership and
community that enhances
their wellbeing and self-
esteem which results in very
positive outcomes for
students and their families."**

NAS Accreditation 2018



**Complaint or
Compliment?**



Wargrave House acknowledges that every student, staff member, parent, carer and any other person with an interest in the students of the school or college has a right to complain.

Equally every student staff member, parent, carer and any other person with an interest has a right to comment or compliment us on our work.



Formal or Informal Complaints

An informal complaint may be made verbally and settled verbally. A formal complaint should be made in writing and the outcome notified to the complainant in writing. In either case, a written record must be made of the complaint, any action taken and the outcomes.

Who can make a Complaint?

- A member of staff
 - A student
 - A parent
 - Anyone with parental responsibility for the student
 - Any other person who has an interest in the student's welfare.
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Dealing with a Complaint

Complaints should not be confined to serious matters. Relatively minor 'grumbles', including those dealt with on the spot, for example, food served cold, should also be recorded. While some 'grumbles' may be quickly dealt with, they are sometimes ignored and may indicate an underlying problem caused by faulty work procedures, faulty training, or potential Service User needs which require investigation and support.

Some complaints can be handled quickly and easily. Others are more serious or difficult to sort out and may go through several Stages of the procedure before they are resolved.

It is up to the person making the complaint ('the complainant') to decide at which Stage they want the complaint dealt with, and whether they want to take it further. Wargrave House will inform the complainant of their rights at any stage of the procedure.

A complainant can enter the complaints procedure at any Stage.

Complaints Procedure

On a day-to-day basis, people who use Wargrave House services will raise worries or concerns, or talk about things that have upset them.

All Wargrave House staff have a responsibility to resolve complaints as quickly as possible.

Complaints Procedure—Stage 1

Stage 1 involves a local staff member or manager.

What happens in Stage 1?

- ♦ The local manager must let the complainant know, in writing (or other appropriate format), they have received the complaint within 5 working days.
- ♦ 'Complaint Recording Form A' (see page 18) must be completed and filed in the 'Service Complaints Log' and a copy sent to the Chief Executive Officer. The 'letter of complaint' or 'tear-off slip' must also be filed in the 'Service Complaints Log'.
- ♦ The local manager must find out what the problem is and aim to resolve the problem within 15 working days.
- ♦ If there is any delay, the complainant should be told, in writing (or other appropriate format), what is happening and the reason for the delay.
- ♦ Once resolved the 'Complaint Outcome Form B' (see page 19) must be completed and filed in the 'Service Complaints Log' and a copy sent to the Chief Executive Officer.
- ♦ The complaint should be dealt with in a way that is consistent with other Wargrave House policies.
- ♦ It must be made clear to the complainant that if they are still unhappy after this stage, they can take their complaint to Stage 2. They should normally request this within 10 working days of receiving the reply.

Complaints Procedure—Stage 2

Stage 2 involves a Designated Senior Manager or Chair of Governors (where the complaint is in relation to Wargrave House Limited). It is for complaints:

That have not been resolved at Stage 1.

Where the complainant wants to take the issue straight to a Designated Senior Manager.

What happens in Stage 2?

- ♦ The designated manager must let the complainant know, in writing (or other appropriate format), they have received the complaint within 5 working days.
- ♦ 'Complaint Recording Form A' (see page 18) must be completed and filed in 'Service Complaints Log' and a copy sent to the Chief Executive Officer. The 'Letter of Complaint' or 'tear-off slip' must also be filed in the 'Service Complaints Log'.
- ♦ The designated manager must choose a manager or other competent person to investigate the complaint.
- ♦ This person must look into the complaint and prepare a report for senior manager.
- ♦ The regional or designated manager must send a reply to the complainant within 15 working days. The reply must be in a format that is accessible to the complainant. A copy of the reply should also be sent to the complainant's advocate, if they have one.
- ♦ Once resolved the 'Complaint Outcome Form B' (see page 19) must be completed and filed in the 'Service Complaints Log' and a copy sent to the Chief Executive Officer.
- ♦ If there is any delay, the complainant should be told what is happening and the reason for the delay.
- ♦ The complaint should be dealt with in a way that is consistent with other Wargrave House policies.
- ♦ It must be made clear to the complainant that if they are still unhappy after this stage, they can take their complaint to Stage 3. They should normally request this within 10 working days of receiving the reply. This would normally be the Chief Executive Officer or Chair of Trustees.

Complaints Procedure—Stage 3

Stage 3 involves the Chief Executive Officer or Trustees. It is for complaints:

That have not been sorted out at Stage 2.

Where the complainant wants take the complaint straight to the Chief Executive Officer or Chair of Trustees.

What happens in Stage 3?

- ♦ The Chief Executive Officer or Chair of Trustees, must let the complainant know, in writing (or other appropriate format), they have received the complaint within 5 working days.
- ♦ The Chief Executive Officer or Chair of Trustees may choose a senior manager or other competent person to investigate the complaint.
- ♦ This person must investigate the complaint and prepare a report for whichever of the above people received the complaint within 15 working days.
- ♦ 'Complaint Recording Form A' (see page 18) must be completed and filed in the 'Service Complaints Log' along with the 'Letter of Complaint' or 'tear-off slip'.
- ♦ The Chief Executive Officer or Chair of Trustees must send a reply to the complainant within 15 working days. The reply must be in a format that is accessible to the complainant. A copy of the reply should also be sent to the complainant's advocate, if they have one.
- ♦ If there is any delay, the complainant should be told what is happening and the reason for the delay.
- ♦ The complaint should be dealt with in a way that is consistent with other Wargrave House policies.
- ♦ Once resolved the 'Complaint Outcome Form B' (see page 19) must be completed and filed in the 'Service Complaints Log'.
- ♦ A copy of 'Complaint Outcome Form B' must be retained by the relevant Service Manager.

Complaints to an Outside Organisation

Stage 3 is the final part of the Wargrave House complaints procedure. If the complainant feels that Wargrave House has not treated the complaint fairly or not done what it reasonably could then it may be appropriate for them to raise the concern with an outside agency or organisation.

Complainants also have the right to raise their concern with an outside organisation at any stage if they wish. For example:

Care Quality Commission (CQC)

Please insert contact details for your local CQC Office below:

- ♦ CQC Address Care Quality Commission
CQC National Correspondence
PO Box 1258
Newcastle Upon Tyne
NE99 5AU
- ♦ Social Services
- ♦ Ofsted (for children's services)
- ♦ Ofsted Address Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
- ♦ Adult Learning Inspectorate
- ♦ Department of Health, Social Services and Public Safety.

Finally

Any member of staff would be available and delighted to receive a compliment on our work at any time.

We aim to provide quality education and care services, so that children and young adults with autistic spectrum disorder have the opportunity to develop to their maximum potential and become happy, participating members of the family, school, college and community.

If you feel we are meeting our aims please do not hesitate to tell us so.

Telephone: 01925 224899

or check out our website

www.wargravehouse.com

or email:

enquiries@wargravehouse.com

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