

Complaints Procedure

The Green Room Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Owner: DH/WCF/KBT/CAS

Date Created	Date 1st Review Due	Date Reviewed	Version	Next Review Due
March 2014	March 2015	April 2015	2	April 2016
		October 2016	3	October 2017
		November 2017	4	November 2018
		Nov 2018	5	November 2019
		November 2019	6	November 2020
		November 2020	7	November 2021
	GRK Review	January 2021		
	GRW Review	January 2021		
	GR6 Review	January 2021		
	Overall Review	January 2021	8	January 2022
	GRK Review	January 2022		
	GRW Review	January 2022		
	GR6 Review	January 2022		
	Overall Review	January 2022	9	January 2023
	GRK Review	February 2023		
	GRW Review	February 2023		
	GRC Review	February 2023		
	Overall Review	February 2023	10	February 2024
	Overall Review	January 2024	11	January 2025
	Overall Review	January 2025	12	January 2026
	Overall Review	January 2026	13	January 2027
	Addition of Vexatious section	May 2026	14	January 2027

Summary of the Complaints Process

At The Green Room Foundation, we take all complaints seriously. We encourage open communication and will always try to resolve concerns as quickly and fairly as possible.

Step 1 – Informal Resolution: If you have a concern, please speak to a senior staff member. We aim to resolve most issues within five working days. If we need more time, we will let you know.

Step 2 – Formal Complaint: If the issue is not resolved, you can make a written complaint to the Head of Provision. (Where a complaint involves allegations against the Head of Provision, Head of Therapy or ELT member the complaint should be made directly to the CEO. Where the complaint involves allegations against the CEO, the complaint should be made to the Chair of the Trustees and procedures outlined in stage 3 commenced.) We will acknowledge your complaint within five working days and aim to respond within 15 working days.

Step 3 – Complaint Panel: If you are still unhappy, you can request a panel review. This involves an independent panel looking at your complaint within 15 working days. Their decision is final.

If at any stage you need help understanding the process, please ask—we are happy to explain in person, over the phone, or in writing.

Aims

The Green Room Foundation aims to provide students with teaching and pastoral care of a quality that exceeds the provisions' general duty. However, where a complaint is made against the provision, its staff or a person contracted to work within the provision this policy outlines the procedure that will be followed. Any complaints made against the provision or a member of its staff will be taken extremely seriously and a satisfactory and efficient means of resolution will be sought at the earliest opportunity.

Accessibility & Support

We understand that formal policies can sometimes be difficult to navigate. If you need help understanding this policy, we can provide:

- A verbal explanation in a meeting or phone call
- A simplified version in easy-to-read language
- A translation if English is not your first language
- Support for those with additional needs (e.g., larger print, dyslexia-friendly formatting)

Our priority is to make sure that every parent/carers and student fully understands their rights and the steps they can take if they have a concern. If you need assistance, please contact the Head Office.

Complaints Procedure

All correspondence, documentation and written records will be held confidentially in relation to a complaint or concern, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests access to them.

The following procedure should be followed in the event of a complaint.

Stage 1 - Informal Resolution

- It is hoped that for the majority of complaints and concerns a resolution can be achieved quickly and informally.
- Complaints by a parent/carer should be made directly to a member of the senior leadership team (SLT) of the provision concerned. It is intended that such cases will be resolved immediately in accordance with the parent/carer's and student's satisfaction, either on the same day as the complaint was made or within five working days.
- In instances where The Green Room senior leadership team member of staff cannot resolve the matter alone the Head of Provision will be consulted in order to find a successful and satisfactory resolution. An agreed resolution will be made within ten working days in these instances.
- Where a matter cannot be resolved sufficiently within ten working days the parent/carer will be advised to follow formal resolution procedures, in accordance with stage 2.
- All correspondence will be logged on Arbor.
- The provision recognises that raising a complaint can be a stressful experience for students, parents, and staff. Every complaint will be handled with empathy, discretion, and a commitment to pastoral care, ensuring that individuals feel heard and respected throughout the process.
- Staff managing complaints will seek to provide a supportive environment, especially when dealing with concerns raised by students or those involving sensitive issues. Parents/carers and students will be offered the opportunity to discuss their concerns in a setting where they feel comfortable, and where appropriate, a trusted staff member may be assigned to provide ongoing support.
- The provision will also take reasonable steps to mitigate any emotional impact that the complaint process may have on students. This may include offering pastoral check-ins, access to a designated staff member for support, or additional well-being measures where necessary.
- By embedding fairness, emotional support, and well-being considerations into the complaints procedure, the provision aims to maintain a culture where concerns are addressed not only efficiently but with genuine care and understanding.

Stage 2 - Formal Resolution

- Where informal resolution cannot satisfactorily resolve matters a written complaint should be made directly to the Head of Provision. It is the responsibility of the Head of Provision in such cases to determine a suitable resolution to the complaint or concern made. (Where a complaint involves allegations against the Head of Provision, Head of Therapy or ELT member the complaint should be made directly to the CEO. Where the complaint involves allegations against the CEO, the complaint should be made to the Chair of the Trustees and procedures outlined in stage 3 commenced.)
- Acknowledgement of a written complaint being received will be made within five working days. Details of the complaint policy will be given at this time. In most instances the Head of Provision will invite the parent/carer to the provision to discuss the issue directly within ten working days and attempt to agree on a suitable method of resolution at this point. It may become apparent at this point that further investigation into the matter is required. A written and dated record of all meetings and discussions relating to the complaint, and any subsequent investigations, will be kept by the relevant Green Room Office. Once the Head of Provision is satisfied that all relevant facts have been gathered regarding the complaint the parent/carer will be contacted in writing (or by alternative means where a written response would be felt unsuitable for the purpose of effective communication with a parent/guardian). This will occur no later than fifteen working days

after stage 2 proceedings are commenced. The written response to the complaint will outline the method of resolution to be taken and the reason for this decision.

- Where a parent/carer is not satisfied with the decision of the Head of Provision, the Head of Provision should inform the CEO and Trustees and the matter referred to a Complaints Panel. Stage 3 procedures should then be brought into action.
- The provision is committed to seeking a resolution that is fair and satisfactory for all parties involved. Where appropriate, the Head of Provision may offer mediation or facilitated discussions to help reach a mutually agreeable outcome. This may involve a neutral third party, such as a member of ELT or a Trustee, to support constructive dialogue and resolution.
- If the complaint involves an ongoing concern, the provision may propose a follow-up review within an agreed timeframe to assess whether the resolution remains effective. Additionally, where appropriate, reasonable adjustments may be made to ensure the complainant's concerns are fully acknowledged and addressed in a way that aligns with the provision's commitment to fairness and pastoral care.
- This approach does not replace the formal decision-making process but seeks to promote early resolution, reduce conflict, and ensure the best possible outcome for all parties.

Stage 3 – Complaints Panel Proceedings

- The CEO/Trustees will be informed if a complainant wishes to invoke stage 3 complaints proceedings, who will call a hearing of the Complaints Panel for consideration of the complaint.
- The Complaints Panel members are appointed by the Trustees. The Panel will consist of at least three people not directly involved in the matters relating to the complaint, and one member of the Panel will be independent of the management and running of the provision. The Chair will schedule the hearing no later than 15 working days after stage 3 was invoked.
- Any particulars felt necessary to the complaint hearing will be provided in copy to all parties involved in the complaint no later than 3 days prior to the hearing being held.
- Legal representation requested by the parent/carer at the hearing will only be deemed appropriate in exceptional circumstances and must be agreed by the Trustees and Head of provision before the hearing. A parent/carer may only be accompanied by one other person to the hearing (other than their husband/wife or partner or the student's biological mother and/or father).
- It is hoped that a resolution will be made at the hearing. However, the Panel may feel it is necessary for further investigations to be undertaken. In this instance the Panel may adjourn for a period to investigate the matter fully, but for a period no longer than five working days.
- Once the investigation is carried out and the Panel reconvened for due consideration of the facts, a decision and recommendations will be given to the parent/carer, Head of provision, Trustees, and person complained of if appropriate within five working days. The response will be given in writing (or by alternative means where a written response would be felt unsuitable for the purpose of effective communication with a parent/carer) and will explain in full the reasons for the decision. The Complaints Panel's decision is final.
- Written records will be kept of all complaints and outcomes, at whatever stage they were resolved.

Any decision made by The Green Room will be made in line with the principles of administrative law. This means a decision is:

- lawful - it complies with education and other law, including human rights and equality law, such as the Human Rights Act 1998 and the Equality Act 2010
- rational
- reasonable
- fair
- Proportionate

Decision-makers should also be mindful of The 7 Principles of Public Life.

If a parent/carer is unhappy with the decision made during stage 3 they are advised to contact Ofsted in order to receive advice on their legal rights regarding complaints. Ofsted can be contacted via www.ofsted.gov.uk or on 0300-123-4666.

Unreasonable or Persistent Complaints

The Green Room Foundation is committed to dealing with all complaints fairly and impartially. However, we do not expect our staff to tolerate behavior that is unacceptable, abusive, offensive, or threatening.

We may identify a complaint as "unreasonable" or "vexatious" if the complainant:

- Refuses to articulate their complaint or specify the grounds of a complaint, despite offers of assistance.
- Makes excessive demands on staff time through frequent, lengthy, or repetitive communications while the complaint is being investigated.
- Seeks to "re-open" a complaint that has already been through the full procedure and reached a final decision.
- Acts in an abusive or aggressive manner towards staff or students.

Managing Unreasonable Behavior: In these rare cases, the Head of Provision or CEO may take steps to manage communication. This could include:

- Limiting contact to a specific method (e.g., email only).
- Designating a single point of contact for all correspondence.
- Informing the complainant that further communication on a closed matter will be acknowledged but not responded to.

Any decision to apply this status will be made rationally and proportionately, in line with the principles of administrative law cited in this policy.

Complaints by Students

In matters where a student wishes to make a complaint they are advised to speak directly to a Green Room member of staff who will inform them of their rights in matters relating to complaints against the provision. If the matter cannot be resolved by The Green Room member of staff or the complaint relates to that member of staff then they are advised to contact an alternative Senior Manager or the Head of provision.

The complaint will be resolved in five working days, or else the student will be advised that they should ask their parent/guardian to follow the formal complaints procedure as outlined in stages 1-3.

We recognise that students may feel nervous or unsure about raising a complaint. To ensure that all students feel safe and supported when voicing concerns, the provision will:

- **Provide a Trusted Adult** – Students can choose an adult they feel comfortable speaking to, such as a pastoral lead, or social worker, who can help them express their concerns.
- **Explain the Process Clearly** – Staff will explain the complaints process in an age-appropriate and accessible way, ensuring students understand what will happen next.
- **Ensure a Safe and Supportive Environment** – Complaints will be handled sensitively and confidentially, ensuring that students do not feel judged or worried about potential consequences.
- **Offer Well-being Support** – If a complaint is distressing for the student, additional emotional support will be provided, including access to pastoral care or external support if needed.
- **Follow Up and Check In** – After a complaint is addressed, a follow-up meeting may be offered to ensure the student feels satisfied with the outcome and that their well-being is prioritised.

Students will never be discouraged from raising a concern, and all complaints will be taken seriously. If a student needs help in making a complaint, they can also ask a parent, carer, or another trusted adult to assist them.

Lantra

- The Student has the right to contact the awarding body or any regulatory bodies.
- We will ensure teaching continues if possible and work is set if not so the learner does not fall behind
- We plan lessons well, we are fair and we have many systems in place as a provision to defuse situations. We also will follow regulatory guidance when explaining the progress of any course as well as share the assessment materials.
- Record complaints and review these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the learners will not be disadvantaged by this as they will still have access to the course materials and where necessary a different assessor if this is required.

Date

Co-CEO
