

Complaints Policy

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1. Statement of intent

The aim of this policy is to ensure concerns and complaints are properly heard, handled fairly, and resolved at the earliest opportunity.

Wider Ambition is committed to taking informal concerns seriously at the earliest stage and we anticipate that the formal complaints procedures will rarely be used. The availability of formal procedures will not undermine our efforts to resolve concerns informally.

Informal complaints can be escalated to formal procedures when initial attempts to resolve the issue are unsuccessful and the person raising the concern notifies us, in accordance with the process set out below, that they wish to take the matter forward under formal procedures.

2. About our policies

- 2.1. Our policies have been developed to comply with all relevant legislation and associated guidance. Policies will be updated periodically as necessary.
- 2.2. Our policies are inter-related and are intended to be read, understood, and used collectively.
- 2.3. All staff and governors are expected to be familiar with and abide by our policies.
- 2.4. By accepting and maintaining a placement at a Wider Ambition setting, parents agree to support the ethos and policies. Parents are able to access these documents via the website, or by emailing the School Administrator.
- 2.5. The School Administrator is responsible for ensuring volunteers and visitors are familiar with any policies which are relevant to their involvement and for taking reasonable steps to ensure compliance.

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- 2.6. The Headteacher is responsible for ensuring policies are implemented fairly, effectively, and consistently.
- 2.7. The Headteacher is responsible for identifying any training needs in relation to our policies. The School Administrator is responsible for arranging the required training. All staff are expected to engage in continuous learning and ongoing training appropriate to their roles.
- 2.8. The effectiveness of our policies and their implementation is monitored by the Governing Body. Unless otherwise stated, the Governing Body reviews each policy annually.
- 2.9. The Governing Bodies for Wider Ambition settings are provided by Governing for Ambition, an independent community interest company. The Governing Body uses its expertise to monitor the performance of each setting and to advise the Proprietor of any recommended actions. Responsibilities assigned to the Governing Body are limited to these advisory and accountability functions.
- 2.10. Wider Ambition Ltd is a subsidiary of Wider Plan Ltd. References to the Proprietor mean a Director of Wider Ambition or a senior representative from Wider Plan with delegated authority.
- 2.11. The Senior Leadership Team (SLT) includes the Proprietor, Pastoral Lead, Headteacher(s), Deputy Head(s), Quality of Education and Professional Development Lead, Leadership Assistants and any member of staff to whom responsibility is temporarily delegated by the Proprietor or Head(s).
- 2.12. All references to parents within our policies should be interpreted to include parent carers.

3. Underlying principles

- 3.1. Our complaints procedure is intended to be easily accessible and easy to use.
- 3.2. We encourage resolution of problems by informal means wherever possible.
- 3.3. We take an impartial and non-adversarial approach to complaints and we ask complainants to be similarly non-adversarial in their communications with our staff, Governors and Senior Leadership Team.
- 3.4. The prioritisation of management time for resolving a complaint will take account of the resource available, the daily management of the settings, and the severity of the issue.
- 3.5. Complaints are treated with appropriate confidentiality.
- 3.6. We aim to resolve complaints swiftly and keep all parties informed of timescales and progress.
- 3.7. We involve independent parties where applicable and we welcome constructive feedback.
- 3.8. We aim to learn from our mistakes and to ensure that the wellbeing of students is always prioritised.
- 3.9. The statutory complaints process provides a means for parents to complain about matters which affect or relate to their own child. If a complaint is in relation to, or includes reference to, actions affecting another current, previous or prospective student or member of staff, we will only respond to the extent that the matter relates to the complainant's own child. In the event of any escalation

to Stages 2 and 3, the matter will only proceed to the extent that it relates to the complainant's own child.

- 3.10. Complaints in relation to prospective students or in relation to students who left Lokrum Fields prior to the complaint being raised are not covered by statutory complaints requirements. However, we will address any such complaints through the same procedures unless we consider, at our sole discretion, that this would be unlikely to highlight new areas for improvement or that it risks being detrimental to current students, for example due to the unreasonable diversion of management time.
- 3.11. Complaints raised by students themselves are not covered by statutory requirements. However, we encourage self-advocacy and therefore will accept complaints from students in the same way as if the complaint had been made by a parent, unless (i) we have reason to believe that doing so would be detrimental to the student's wellbeing or (ii) the substance of the complaint has already been submitted by a parent and the complaint is in progress or has been closed. We will inform the student's parents of the complaint unless the student is aged 13 or over, is competent to make their own decisions in relation to data protection and asks us not to do so. Decisions to respect a student's right to confidentiality will always explicitly consider any welfare or safeguarding risks and ensure appropriate action is taken.

4. The complaints process

- 4.1. There are three defined stages to our complaints process. At each stage we aim to be clear about who will be involved, what will happen, and how long it will take.
- 4.2. We will allow for appropriate flexibility within our process, for example facilitating additional meetings or completing further investigations, where we consider this will aid resolution and represents an appropriate use of resources.
- 4.3. When making a complaint, complainants must clearly explain:
 - 4.3.1. What they are complaining about e.g. describe a specific incident, or a specific aspect of our policies which they feel has not been followed.
 - 4.3.2. The steps which they believe we have taken so far to address the underlying issue and an explanation as to how or why they consider those steps to have been ineffective.
 - 4.3.3. The reasonable resolution they would like to see for each aspect of the complaint. Please note that any changes or enhancements to the provision specified in a student's EHCP should be pursued through statutory procedures rather than through the complaints process.
- 4.4. The complaints process is designed to ensure that:
 - 4.4.1. Complainants who are genuinely seeking a resolution will have their complaint addressed swiftly and will have a means of easily escalating any aspect of their complaint which remains unresolved.
 - 4.4.2. Where complainants are not genuinely seeking a resolution but are nevertheless using the complaints process to express dissatisfaction, we will assess the complaint and implement improvements, as appropriate, while taking steps to avoid a disproportionate diversion of management time or an unreasonable impact on the wellbeing of our team.

4.5. There are three stages to the complaints process:

4.5.1. Stage 1: Informal complaint

- 4.5.1.1. Informal complaints may be submitted in writing, by phone or verbally.
- 4.5.1.2. At Stage 1, we treat complaints in substantially the same way as we treat any concerns which are raised during our day-to-day practice of working in co-production, as our approach to seeking rapid resolution is the same in both cases.
- 4.5.1.3. The complaint is managed informally by a staff member who, where feasible, is familiar with the student and/or the situation. If the member of staff who receives the informal complaint does not have the authority to make the necessary decisions, they will involve a more senior member of staff. It may be appropriate for a member of the Senior Leadership Team to become involved at this point; however, this does not constitute an escalation to Stage 2.
- 4.5.1.4. If a complaint requires any investigation at Stage 1, staff will seek advice from a member of the Senior Leadership Team, who will assign an appropriate person to complete the investigation.
- 4.5.1.5. If a complainant feels that our response at Stage 1 has been insufficient, they may ask us to look again at their concern informally or request an escalation by Stage 2 by following the process below,

4.5.2. Stage 2: Formal complaint

- 4.5.2.1. If a complainant wishes to request an escalation to Stage 2, they must complete and submit the complaint form (Appendix 1). Complainants are welcome to ask for an editable version of the complaint form.
- 4.5.2.2. If the complainant wishes to raise more than one issue, each issue should either be submitted on a separate complaint form or via extra lines being added to the complaint form. For each issue, the complainant must clearly explain: the nature of the issue; how or why the steps taken to resolve the issue at Stage 1 are considered to have been inadequate; and the specific resolution which is being sought.
- 4.5.2.3. If Wider Ambition has agreed at Stage 1 to implement the resolution requested by the complainant, an escalation to Stage 2 will not be accepted unless, after allowing reasonable time for the resolution to be implemented and take effect, it has not been implemented in the manner previously agreed.
- 4.5.2.4. If Wider Ambition has implemented the resolution requested at Stage 1 and the complainant subsequently requests a further action to resolve the complaint, this will ordinarily be considered as a new Stage 1 request.
- 4.5.2.5. If a new issue is raised during the escalation to Stage 2, we will ordinarily consider it appropriate to address the new issue at Stage 1 rather than including it within the escalation to Stage 2.
- 4.5.2.6. Complaint forms will be reviewed by a member of the Senior Leadership Team within 5 term-time working days, to check that they contain sufficient information to enable the

complaint to be considered effectively at Stage 2. The complainant will be informed if any additional information is required.

4.5.2.7. The complaint will be addressed by a member of the Senior Leadership Team at Stage 2.

4.5.3. Stage 3: Panel hearing

4.5.3.1. If a complainant wishes to request an escalation to Stage 3, they must update the complaint form and submit it with their escalation request.

4.5.3.2. If the complainant wishes to raise more than one issue, each issue should either be submitted on a separate complaint form or via extra lines being added to the complaint form. For each issue, the form must clearly explain: the nature of the issue; how or why the steps taken to resolve the issue at Stage 1 and 2 are considered to have been inadequate; and the specific resolution which is being sought.

4.5.3.3. If Wider Ambition has agreed at Stage 1 or 2 to implement the resolution requested by the complainant, an escalation to Stage 3 will not be accepted unless, after allowing reasonable time for the requested resolution to be implemented and take effect, it has not been implemented in the manner previously agreed.

4.5.3.4. If Wider Ambition has implemented the resolution requested at Stage 1 or Stage 2 and the complainant subsequently requests a further action to resolve the complaint, this will ordinarily be considered as a new Stage 1 or Stage 2 request.

4.5.3.5. If a new issue is raised during the escalation to Stage 3, we will ordinarily consider it appropriate to address the new issue at Stage 1 and/or Stage 2 before accepting the escalation to Stage 3.

4.5.3.6. If more than one issue has been raised by the complainant and the issues are at different stages of the complaints process, we may consider it appropriate to consider the issues simultaneously at Stage 3. In this event, a panel review of an issue at Stage 3 may be postponed until any other issues raised by the complainant have been considered at Stage 1 and/or Stage 2.

4.5.3.7. Complaint forms will be reviewed by a member of the Senior Leadership Team within 5 term-time working days, to check that they contain sufficient information to enable the complaint to be considered effectively at Stage 3. The complainant will be informed if any additional information is required or if a decision has been made to postpone the hearing, pending the outcome of other Stage 1 or Stage 2 complaints from the same complainant.

4.5.3.8. An appropriate member of the Governing Body, usually the Chair of Governors, will be notified of any complaints which have been accepted at Stage 3 within 5 term-time working days.

4.6. Complaints in relation to the conduct, recruitment, promotion, dismissal, resignation or retention of a member of staff, or other personnel issues, will be referred to Wider Ambition HR. The complainant will be informed of the referral but will not ordinarily be informed of any decision to proceed, or to not proceed, with capability or disciplinary proceedings, or the outcome of any such proceedings at any stage.

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- 4.7. Complaints in relation to the conduct of the Headteacher should be submitted to Wider Ambition HR at 11-16 Chestnut Court, Jill Lane, Sambourne, B96 5EW. Wider Ambition HR will then liaise with the Proprietor and the Chair of Governors as appropriate. The complainant will not ordinarily be informed of any decision to proceed, or to not proceed, with capability or disciplinary proceedings, or the outcome of any such proceedings at any stage.
- 4.8. Complaints in relation to the conduct of a Governor should be submitted to the Proprietor in the first instance. The Proprietor will then liaise with the Chair of Governors as appropriate. The complainant will not ordinarily be informed of any decision to take disciplinary action or the reason for any termination of appointment of a Governor at any stage.
- 4.9. Any complaints received directly by a member of the Senior Leadership Team or Governors will be passed to the appropriate stage of this complaints process to ensure a consistent approach is taken to resolution.
- 4.10. If complaints remain unresolved at the end of this process, the complainant may escalate their complaint to the Department for Education.

5. Investigating complaints

- 5.1. Any person who is investigating a complaint will:
 - 5.1.1. Establish what has happened so far, and who has been involved.
 - 5.1.2. Clarify the nature of the complaint and which aspects remain unresolved.
 - 5.1.3. Ask the complainant to provide further information to the extent that this is necessary for well-informed decision-making.
 - 5.1.4. Clarify what the complainant feels would put things right.
 - 5.1.5. Request information from others involved in the matter and, as applicable, from members of the therapeutic team, while maintaining appropriate levels of confidentiality.
 - 5.1.6. Investigate with an open mind and be prepared to persist in reasonably attempting to obtain relevant information.
 - 5.1.7. Keep notes of any conversations and correspondence arising during the investigation.

6. Personnel involvement at Stage 1 and 2

- 6.1. Staff who are responsible for investigating or managing a complaint may appropriately involve colleagues. For example, this could include seeking advice from a senior member of staff, asking a colleague to be present during meetings, or arranging for meetings to be minuted.
- 6.2. If a complainant feels uncomfortable with a particular member of staff being involved in their complaint, they should notify the Headteacher (or the Proprietor, if the concern is about the Headteacher) of this in writing at the earliest opportunity. We will make reasonable efforts to understand any objections. We will arrange for alternative personnel to handle the complaint if we are satisfied that the involvement of a particular member of staff would be inappropriate.

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- 6.3. Where a complaint is escalated to Stage 2, we will select which member(s) of the Senior Leadership Team will be involved in responding to the complaint. We will provide the complainant with a single point of contact for matters relating to the complaint. We ask complainants to use the single point of contact for all correspondence in relation to the complaint.
- 6.4. We may, at any time and without notice, change the single point of contact who is handling a complaint, if we consider it reasonable to do so. This action could be taken, for example, to protect the wellbeing of a member of staff or to ensure workload remains manageable.

7. Investigating and managing appeals (Stage 3)

- 7.1. Where a complaint is escalated to Stage 3, we will provide the complainant with a single point of contact. This may be a member of staff in an administrative role or, at our discretion, may be a member of the Senior Leadership Team, HR or a Governor.
- 7.2. A Complaints Appeal Panel will be appointed by, or on behalf of, the Proprietor. It will consist of at least three people who were not directly involved in the matters detailed in any part of the complaint which is proceeding to the Appeal.
- 7.3. Complainants will not ordinarily be provided with contact details for the members of the Complaints Appeal Panel. Complainants must not attempt to contact Panel members in relation to their complaint, either before or after the Panel hearing.
- 7.4. The Complaints Appeal Panel will include one member who is independent of the running and management of Wider Ambition, who will be appointed by, or on behalf of, the Proprietor.
- 7.5. The Proprietor may be a member of the Panel, if they were not directly involved in the matters detailed in any part of the complaint which is proceeding to the Appeal. If the Proprietor is not a member of the Panel, they may nevertheless attend the hearing as an observer.
- 7.6. The Proprietor will satisfy themselves that the composition of the Panel fulfils statutory requirements.
- 7.7. Complainants do not have the right to influence the selection of Panel members or to receive information about their background or experience. If a complainant has reason to believe that the independent member of the Panel is, in fact, involved in the running or management of Wider Ambition, they may provide evidence to the Proprietor who will consider their argument and, if appropriate, amend the Panel.
- 7.8. Reasonable efforts will be made to arrange the Appeal hearing at a time which is mutually convenient. If the complainant does not attend, the hearing will nevertheless proceed.
- 7.9. A parent may be accompanied during the Appeal. The identity and role of any person accompanying the parent must be shared with us at least one working day in advance.
- 7.10. Neither party will be accompanied by a legal representative at the Appeal hearing.
- 7.11. If the Proprietor is a member of the Panel, they will act as Chair. Otherwise, if the Chair of Governors is a member of the Panel, they will act as Chair. Otherwise, the Panel will elect its own Chair for the proceedings.
- 7.12. The role of the Chair is to:

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- 7.12.1. Outline the remit of the Panel to all attendants and ensure that the complainant has the opportunity to explain their views about the specific issue which has been escalated to Stage 3.
- 7.12.2. Ensure that all compliant aspects of the complaint that have been escalated to Stage 3 are considered. (Aspects of the complaint which relate to HR issues or to other students, or which are considered vexatious, will not ordinarily be addressed within a Panel hearing.)
- 7.12.3. Ensure that the matters discussed during the hearing are limited to those escalated to Stage 3, directing the complainant to address any additional complaints they raise in line with the appropriate stage of the Complaints Process.
- 7.12.4. Ensure that reasonable steps have been taken to ascertain relevant facts. The Panel may be adjourned if the Chair determines that substantive further investigations are needed or if substantive new information is shared which the complainant or panel reasonably need time to consider.
- 7.12.5. Ensure that reasonable steps are taken to put participants at ease and ensure accessibility.
- 7.12.6. Manage the hearing in such a way that attendants treat each other with respect and courtesy. The Chair may terminate the hearing and determine that the complaint should be handled through correspondence in the event of them being concerned about the wellbeing of any person or if any person persists in being discourteous.
- 7.12.7. Ensure that Panel members are provided with appropriate opportunity to consider any written submissions.
- 7.12.8. Provide Panel members with the opportunity to ask questions, including seeking written clarification from the complainant and/or Wider Ambition after the hearing if necessary.
- 7.12.9. Convene a meeting of the Panel members after the hearing in order to discuss and agree findings and recommendations.
- 7.12.10. Report the Panel's findings and recommendations for resolution (in accordance with Section 8) to the Proprietor.
- 7.13. The Governing Body and the Complaints Appeal Panel are both non-executive and cannot bind Wider Ambition to any action. However, recommendations made by the Panel will be held with due regard by the Proprietor.
- 7.14. The Proprietor will notify the parties of Wider Ambition's final decision in relation to the complaint.
- 7.15. A copy of the Panel's report will be provided to the complainant and, where relevant, to the person about whom the complaint is made. A copy will also be available for further inspection by the Proprietor and Headteacher on the school premises via secure access to Wider Ambition's network.

8. Resolving complaints

- 8.1. At each stage in the procedure, we will keep in mind ways in which a complaint can be resolved.
- 8.2. Our complaints procedure seeks to:

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- 8.2.1. Identify areas of agreement between the parties.
- 8.2.2. Take a forward-looking approach.
- 8.2.3. Clarify any misunderstandings.
- 8.2.4. Ensure any lessons learned are appropriately reflected in future practice.
- 8.3. We may uphold the complaint in whole or in part.
- 8.4. A resolution, or recommendation for a resolution, may include one or more of the following:
 - 8.4.1. An apology.
 - 8.4.2. An explanation.
 - 8.4.3. An admission that the situation could have been handled differently or better.
 - 8.4.4. An assurance that all reasonable efforts have been or will be made to ensure that the event complained of will not recur.
 - 8.4.5. An explanation of the steps that have been or will be taken to ensure that it will not happen again.
 - 8.4.6. An undertaking to take action in accordance with existing policies or procedures, or confirmation that such action has been taken.
 - 8.4.7. An undertaking to review relevant policies or procedures, or confirmation that the relevant policies or procedures have been reviewed.
- 8.5. An admission that the school could have handled the situation better is not the same as an admission of negligence.
- 8.6. Our policies are typically updated by the Senior Leadership Team and reviewed by the Governing Body annually. The Senior Leadership Team, in collaboration with the Governing Body and Proprietor, may periodically make interim updates to policies or procedures. This may occur, for example, if it becomes apparent that a policy or procedure does not fully communicate the intentions of the Senior Leadership Team or fails to reflect best practice. Where an update is relevant to a current complaint, the complainant will be provided with a copy of the updated policy once it has been ratified.
- 8.7. Where a complainant asks for a policy or procedure to be reviewed, the issue will be considered to be resolved if the policy or procedure has already been reviewed since the emergence of the underlying issue and if the complainant's views were taken into account during the review.
- 8.8. Where a complainant asks for a policy or procedure to be reviewed and there is no imminent likelihood of the policy or procedure directly affecting their child, the issue will be considered to be resolved if the Senior Leadership Team commits to take the complainant's views into account at the next scheduled review of the policy or procedure.
- 8.9. Wider Ambition values open and honest dialogue and will work on the basis of being willing, wherever appropriate, to provide a reasonable answer to a reasonable question. In return, we expect complainants to accept any assurances or information provided by Wider Ambition at face value.

9. Vexatious complaints

- 9.1. If we consider a complaint to be vexatious, we will adapt our procedures as we consider reasonably necessary, while continuing to meet statutory requirements. Adaptations may include, for example:
 - 9.1.1. Referring the complainant to a previous decision.
 - 9.1.2. De-prioritising the complaint relative to other demands on staff time, in which case any extension to response timescales will be communicated to the complainant.
 - 9.1.3. Arranging for the complaint to be heard by a member of staff or other representative at a higher or lower level of seniority than would ordinarily apply.
 - 9.1.4. Conducting the complaint process in writing rather than in person.
- 9.2. Without limitation, we may consider a complaint to be vexatious in the following situations:
 - 9.2.1. If a complainant seeks to re-open a complaint that has been addressed or resolved by complaining about substantially the same issue without significant fresh information being available.
 - 9.2.2. If a complainant fails to communicate their complaint with sufficient clarity to enable us to understand what is being complained about and what resolution is sought, and fails to cooperate with our requests for clarification.
 - 9.2.3. If a complaint consists of issues which have been raised informally over an extended period and which were not escalated to Stage 2 in a timely manner (e.g. within 40 term-time working days of the issue being raised).
 - 9.2.4. If we consider that a complainant is not acting in good faith. For example, if the complainant is not treating their complaint with a similar level of confidentiality to that being provided by the school.
 - 9.2.5. If the complainant fails to treat our staff, Governors or representatives with courtesy; makes threats towards our staff, Governors or representatives (verbally, physically or in writing); appears to be seeking to create division within the staffing team; or is otherwise acting in a manner which results in a decision that we need to take action to protect the wellbeing of our staff, Governors or representatives.
 - 9.2.6. If we consider that a complainant is not in fact seeking a resolution and the diversion of resources to manage the complaint is therefore unreasonable. This includes situations where a complainant indicates during Stage 1 or Stage 2 that they intend to ensure the complaint reaches Stage 3, or otherwise indicates that they have no meaningful intention of agreeing a resolution at Stages 1 or 2.
 - 9.2.7. If the resolution sought by the complainant has been implemented and the complainant has been made aware of this.
 - 9.2.8. If the resolution which the complainant is seeking is available through other channels (for example, if the actions being sought are the responsibility of another organisation or

statutory process) and the complainant has not taken the necessary steps to obtain their desired outcome.

- 9.2.9. If a complaint is related to actions or lack of action that are not within the remit or control of Wider Ambition and if this has been brought to the attention of the complainant.

10. Timescales

- 10.1. Complaints should be considered and resolved as quickly and efficiently as possible, without having a disproportionate impact on the wellbeing or workload of any member of staff and without creating an unreasonable diversion of resource.
- 10.2. We aim to set prompt and realistic timescales for each stage of the complaints procedure. Where delays arise, we will inform the complainant of the new timescales and, if appropriate, provide an explanation for the delay.
- 10.3. We aim to resolve any informal concerns (Stage 1) within ten term-time working days.
- 10.4. We aim to resolve any formal complaints (Stage 2) within ten term-time working days of an escalation to Stage 2 being accepted.
- 10.5. Where complaints are accepted at Stage 3, we aim to suggest a date for a panel hearing to the complainant within ten term-time working days and provide a final response within five term-time working days of the hearing.

11. Recording and monitoring complaints

- 11.1. Wider Ambition will record all complaints which are not resolved at Stage 1.
- 11.2. The record of complaints will include the stage at which they have been resolved and the action taken by the school as a result of the complaint (regardless of whether the complaint is upheld).
- 11.3. We will take reasonable steps to ensure that the complainant and the school have the same understanding of the key points of any discussion and any agreement. Appropriate notes will be kept of meetings and other communication.
- 11.4. The Governing Body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and recommend changes where necessary. Complaints information shared with the whole Governing Body will ordinarily be anonymised.
- 11.5. The process of listening to and resolving complaints will contribute to school improvement. We aim to identify and address any underlying issues rather than simply resolving the complaint. Complaints will be actively monitored and reviewed by the Senior Leadership Team and the Governing Body for this purpose.

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Appendix 1: Wider Ambition Complaint Form – for use at Stage 2 and Stage 3 of the Complaints Process

Student's name:	
Your name:	Your relationship to the student:
Phone number:	Email address:
Please provide details of your complaint and describe what action, if any, you have already taken to try to resolve your complaint? For example, please state the specific action or inaction you are complaining about, or the specific part of your child's EHCP provision which you feel has not been implemented correctly. If you are complaining about more than one issue, please use a separate row for each aspect of your complaint.	
Details of complaint:	
For each aspect of your complaint, please state any action which you believe Wider Ambition has already taken to attempt to resolve your complaint and explain why you feel this has not been effective.	
Reason for considering resolution to be ineffective:	

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Please explain what action you would like Wider Ambition to take to resolve your complaint.

Please note that if you are seeking a change or enhancement to the provision specified in your child's EHCP then this should be pursued through the statutory process.

Resolution requested:

If you are attaching any paperwork, please provide an itemised list below:

Date and description of document	Please explain how the document is relevant to your complaint, unless this is self-evident. If you are complaining about more than one issue, please state which issue the document relates to.

Signature:

Date: