



Complaints Policy

The Positive Impact Group

Effective Date

June 2026

Review Date

June 2027



Introduction

The Positive Impact Group recognises and takes seriously its responsibility to safeguard and promote the welfare of children. We endeavour to provide a safe and welcoming environment where children are respected and valued. We recognise that all adults within the Positive Impact Group have a full and active part to play in protecting and safeguarding the children in our care, and that the pupils' welfare is our paramount concern.

Hearing Complaints

This organisation is committed to working in close partnership with all members of the Positive Impact Group community. The Positive Impact Group places great value on the role which parents and carers can play in supporting children's learning. Staff and the Director actively encourage a positive relationship between The Positive Impact Group and the families of children who attend our settings.

We seek to speedily resolve all concerns and would emphasise that most are resolved through informal discussion with a member of the Senior Leadership Team, who should be contacted in the first instance if parents have any general concerns. Please note that all complaints are confidential, and therefore, if your complaint relates to a disciplinary issue, we will not reveal any sanctions imposed on other pupils.

However, if there is a continuing concern, this can be directed through the formal stages as outlined in The Positive Impact Group's complaints procedure, detailed below.

Nothing in this policy applies to complaints which are made by persons other than parents of registered pupils at The Positive Impact Group's settings.

It is in everyone's interest that concerns are resolved at the earliest possible stage. The experience of the first contact between the parent and the Positive Impact Group can be crucial in determining whether the concern will escalate to a complaint. All staff and the Director are aware of the procedure to be followed if a concern is raised. Also, whilst not wishing to encourage complaints, parents should note that they have a duty to raise a matter as soon as conveniently possible. It can then be investigated more effectively while information is fresh in the minds of all parties.

Where a concern has not been resolved during the initial contact, a parent may request that the complaint be dealt with under The Positive Impact Group's complaint process. The Positive Impact Group operates a two-stage process. Stage 1 involves the investigation on behalf of the SLT, and Stage 2 requires an investigation by the Director. A parent must begin the complaint at the informal stage, and any attempt to bypass the procedures will result in the complaint being referred back to the appropriate stage for action.

Procedure for Dealing with Complaints

Stage 1: Initial Complaint

Where a concern has not been resolved directly, the parent may raise an informal complaint with The Positive Impact Group by contacting the Director, James Armson. The Director will then refer it to an appropriate member of the middle leadership team to investigate. Where the complaint concerns the Director, Warwickshire County Council will undertake the role of the Director in arranging an appropriate investigation. The parent will receive a verbal or written response to the concern or complaint raised from the member of staff involved within 15 school days. Where it is not possible to respond fully within that time, the parent will be informed of the reasons why, and a new deadline will be set for providing a full response.

Stage 2: Investigation by The Director or Head of Academy

Where a complaint has not been resolved at stage 1, the parent may write to The Positive Impact Group requesting a further formal investigation. The parent must put their complaint in writing using Appendix A and send it to the Director marked "strictly private and confidential". Where the complaint concerns the Director, Warwickshire County Council will undertake the role of the Director in arranging an appropriate investigation. The parent will receive a verbal or written response to the concern or complaint raised from the member of staff involved within 15 school days. Where it is not possible to respond fully within that time, the parent will be informed of the reasons why, and a new deadline will be set for providing a full response.

Vexatious Complaints

Very rarely, The Positive Impact Group may make a decision to close a complaint where the parent is still dissatisfied despite the significant level of scrutiny provided by these procedures. We will do all we can to assist in the resolution of a complaint, but sometimes

it is simply not possible to meet all of the parents' wishes and it may be a case of "agreeing to disagree" if a parent persists in making representations to The Positive Impact Group which are wholly or substantially similar to a complaint which has exhausted the internal procedures or where complaints or representations are made which are false or where the intention is to disrupt the smooth running The Positive Impact Group (in the reasonable opinion of The Positive Impact Group, then The Positive Impact Group reserves the right to take no further action in respect of that complaint.

General and Monitoring

All complaints and correspondence/hearings under the complaints policy are treated as confidential and will only be disclosed when required to do so by law. The Director will keep a record of complaints and review on an annual basis the operation of the complaints policy.

In the event of a complainant believing that The Positive Impact Group has failed to comply with its own complaints procedure or that The Positive Impact Group's complaints procedure does not comply with statutory requirements, the complainant may complain to Warwickshire County Council.

This policy is reviewed annually.

Overall responsibility lies with the Director, who liaises with the Senior Leadership Team to ensure a robust and sustainable model of Leadership.

Signed by Director



James Armson

