

Complaints

Appendix

Academic Year	Number of Complaints	Recommendations	Action Taken
2017-2018	0		
2018 -2019	0		
2019 -2020	0		
2020-2021	1	<p>Recommendations</p> <p>1-Remove the term key worker from the school website.</p> <p>2-A review of the offer process to ensure that the agreed initial pathway and timetable for the young person is communicated in a format understood and accepted by everyone before the young person's placement commences. There will be times young people need to start to attend and taster subjects will be provided, in these instances a suitable timeframe will be in place and a review date confirmed which will agree future study pathways.</p> <p>3-All changes to the curriculum will be noted in separate correspondence.</p> <p>4-Clarity to be given to parents at start of referral process that the school may not be able to meet post 16 need and there is no guarantee of a through pathway, but that the school will do all it can to support the right pathway and transition should that be outside of Hanley.</p>	<p>Term removed and replaced by Tutor and Teaching assistant</p> <p>The curriculum offer includes both and academic and Function skills pathway. The Functional pathway only can continue post 16.</p> <p>Exam information is delivered in separate parent / Carer communications</p> <p>'A' levels are not able to be supported. Students have been supported to access and gain placements at local collages and 6th forms in 2021.</p>
2021 -2022	1	<p>1-All elements of a transition timetable should be agreed and no changes should be made without prior discussion and notice.</p> <p>2-During the transition period of any new student, and whenever the need arises subsequently, parents and carers are included in discussions that aim to identify potential triggers and adaptations to support plans.</p>	<p>Clear communication spreadsheet kept Emails sent of plans.</p> <p>Parent communication recorded.</p> <p>Weekly overview shared and any concerns logged and addressed.</p> <p>Communication with parents continued to be logged on</p>

		<p>3-In the case of co-parents where PR is held jointly all communication is duplicated.</p> <p>4- In the case of co-parents where PR is held jointly all communication is duplicated.</p> <p>5- A clear and transparent mechanism is put in place for regular and effective communication with parents and carers that ensures a named member of staff takes ownership of ensuring information is shared appropriately and in a timely way.</p> <p>5- When meetings involving stakeholders are required, all attendees are told the likely format of the meeting and thus given an opportunity to request adjustments, enabling all parties to prepare effectively.</p> <p>6- When a placement ends, an exit package for the notice period be agreed between home and school including (in compliance with any public health restrictions) a weekly face to face check in.</p>	<p>school pod and shared with staff and TA at staff meetings.</p> <p>Updates to plans to be communicated to all staff who teach student. SSP are shared with students and parents to improve joint working (this is on SIP).</p> <p>Parent information and preference shared at point of transition with Admin to add to contact sheet.</p> <p>Removal of lead safe-guarding role from Pastoral lead will enable time to be taken to have a clearer overview of all behaviours on the school floor. Removal of safe- guarding responsibilities will ensure that the Pas- toral focus is in support and welfare. Being an advocate for the child.</p> <p>Parents have clear expectation of meeting format and outcome.</p> <p>Clear support package until the end of placement to ensure education and safeguarding.</p>
2022-2023	0		
2023-2024			