



## Student Complaints Procedure

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### Contents

1. What to do when things go wrong .....	1
1.1 Introduction .....	1
1.2 If something goes wrong at Share .....	1
1.3 If something goes very wrong .....	2
1.4 Putting you first .....	2
2. This is what you do .....	2

## 1. What to do when things go wrong

### 1.1 Introduction

We want every student to thrive and enjoy their time at Share. We want everyone who comes into contact with us – parents, carers, professionals, volunteers, staff and supporters – to have a positive and welcoming experience with us. We aim to be an inclusive community that values everyone’s diverse backgrounds and experiences. We believe strongly that everyone has something to offer others. We believe in equal opportunities for all. We challenge discrimination, and we will not tolerate violence, abuse, or behaviour that upsets others or gets in the way of them learning and working.

Sometimes things go wrong. This policy is about what to do if you want to complain about something that’s happened to you at Share, or about the way we work, or about something that someone has done or not done. There is a version of this in Easy Read which is given to all students when they join Share.

### 1.2 If something goes wrong at Share

Usually a chat with someone sorts the problem out and you do not need to do anything else; but if you haven’t been able to resolve the problem, you may want to use this Complaints Procedure.

Every student gets a copy of the Complaints Procedure in their Student Handbook.

### 1.3 If something goes very wrong

If your complaint is very serious and someone has hurt or abused you or the person you care for at Share, staff will follow the rules set out by Wandsworth and Lambeth councils on Safeguarding Vulnerable Adults. This means that they have to pass your complaint onto relevant social workers. They may have to tell the police. They will make sure that you are safe.

### 1.4 Putting you first

Share deals with complaints in strict confidence. This means we do not tell anyone about your complaint unless you want us to, or unless by not telling someone else, you or another person is at risk.

Share students can have a friend or advocate to give support at every step of the procedure. We can tell you where to find an advocate if you do not already have one.

We will do our best to resolve your complaint within four weeks. If we cannot do this for some reason, we will let you know.

We will write everything down about your complaint including what you are unhappy about, what we do to find out more, what we find out, what happens, and the outcome.

## 2. This is what you do

### Stage 1

If something has happened at Share that you are unhappy about, tell your tutor or our Wellbeing Manager. They will make a note and work with you to sort it out.

### Stage 2

If talking to your tutor or our Wellbeing Manager has not worked, talk to the Head of Student Wellbeing and Impact – Love Abolade. She will listen to your problem and work with you to try to sort it out. She will keep a note about what you tell her and what she does about it, and what happens to sort out the problem.

### Stage 3

If you still have a problem and are not happy with what we have done, you should talk to the Chief Executive, Abi Carter. You can talk to her, or you can write or put your complaint in a video. She will write back to you within seven working days of receiving your letter. She will arrange for a senior member of staff to look into your complaint. They will want to talk with you. You can take a friend or advocate with you. The Chief Executive will get a report, and will decide what to do next. She will write to you and tell you.

This stage should not take more than four weeks altogether.

### Stage 4

If you are still not happy, you can complain to the Board of Trustees. Kate Heaps is the Chair of the Board, and Katie Thomas is the trustee who is responsible for Safeguarding. You should write to them explaining why you want to complain. You can also speak/sign your complaint onto video.

You can get a friend or advocate to help you. The Board will decide which two trustees are going to look at your complaint. They will look at how Share staff have handled your complaint. They will decide if something different needs to happen. They will write to you within four weeks of receiving your letter.

Within Share, the Board's decision is final.

If you are still unhappy, you can contact the relevant local authority or the Local Government and Social Care Ombudsman (<https://www.lgo.org.uk>), The Charity Commission (<https://www.gov.uk/complain-about-charity>)

**POLICY NAME:**

Date of change/s	Overview of Change/s	Change/s made by	Review/Approved by