

GLADE School Complaints Review 2022/23

Introduction

GLADE School has long prided itself on the quality of the education and care provided for its students. However, if any stakeholders including parents do have a complaint, they can expect it to be treated seriously by the schools in accordance with their complaints policy.

This report is an overview of the complaints received within GLADE School (Totton) during the 2022/23 academic year.

All information in regards complaints can be viewed on request either via the internal log or report on Clear Care system.

Executive Summary

GLADE School maintains a Complaints and Compliments Log. The logs are shared with the QSG team each month and are reported to the Board of Directors. All complaints and compliments are logged on Fair Ways Clear Care system. 10 reviews received during the academic year.

Complaints

All complaints were managed at Level 1. All complaints have been closed following review / investigation. No further action required.

PARENT/CARER	CHILD	STAFF	OTHER
8	0	0	2 – both relating to transport difficulties

Complaints received around lack of communication, academic progress, taxis not in place, staff approach to managing behaviours.

Conclusion

No concerns, all handled well and lessons learnt.

