

Complaints and Compliments Report

Fair Ways Education

September 2020 – July 2021

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Introduction

Fair Ways Education has long prided itself on the quality of the education and care provided for its young people. 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 and compliments received across Fair Ways Education including Fair Ways School (Swanwick and Fort Wallington) and GLADE School (Totton) during the 2020/2021 academic year.

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

Executive Summary

- All school sites maintain 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.

Complaints

Fair Ways School – Swanwick Site

- All complaints managed at Level 1
- 6 complaints have been logged on the internal spreadsheet
 - o 3 complaints from parents
 - o 1 complaint from a young person
 - o 2 complaints from neighbours
- 2 complaints have not been logged on Clear Care.
- There are 2 different forms that can be used for complaints, need to be logged consistently in the same place.
- All complaints were resolved with no further action.

Fair Ways School - Fort Wallington Site

- All complaints managed at Level 1.
- 2 complaints have been logged in the internal spreadsheet
 - o 1 complaint from a parent
 - o 1 complaint from a member of staff
- All complaints logged on Clear Care.
- All complaints were resolved with no further action.

GLADE School

- All complaints managed at Level 1.
- 7 complaints have been logged in the internal spreadsheet
 - o 2 complaints in regards taxi firms
 - o 3 complaints from parents
 - o 1 complaint from Local Authority
 - o 1 complaint raised from staff about an external company
- All complaints logged on Clear Care.
- **There are 2 different forms that can be used for complaints, need to be logged consistently in the same place.**
- All complaints were resolved with no further action.

Compliments

Fair Ways School – Swanwick Site

- 17 compliments have been logged in the internal spreadsheet
 - o 7 compliments were received from parents about the school and certain staff members.
 - o 5 compliments were from staff to staff (including the wider Fair Ways committee.
 - o 5 compliments were from Local Authorities including social workers, virtual school and SEN teams.
- All compliments were followed up and shared with staff and the team.
- Compliments logged on Clear Care
- **There are 2 different forms that can be used for compliments, need to be logged consistently in the same place.**

I won't go into detail here because of confidentiality re ET and his needs but suffice it to say, Chris and Jo were caring, attentive and worked as a team, naturally it seemed. I was so impressed and know from the network meetings I attend that they also make a difference in turn to the resilience of ET's foster placement with his Nan.

Fairways have been a great support to many of our young people in what has been a really tricky time. I cannot say the same of all of our independent providers, so thank you.

What another fantastic lesson from Harvey. I'm super proud of how well he has done in the past couple of weeks with your virtual lessons.

Thankyou. Yes I keep telling Kyla how talented she is but doesn't believe me but I know she will listen to staff. This school has been amazing for Kyla - thankyou.

Just wanted to send you a quick note to say thank you for everything you do for us all. You are always so positive and helpful. Example = Today, when ordering some art supplies for us,

you managed to find a much better and cheaper option for us, another example = all the work you have done researching and comparing prices for the fair-trade products (Asda v Sainsburys); the eco-friendly cleaning supplies and the uniform research and following up on all the above. Whenever you are asked to do little jobs, but are busy, you always managed to find the time to complete them for us and with a smile to boot!

You are amazing! Thank you!

Fair Ways School - Fort Wallington Site

- 30 Compliments have been logged in the internal spreadsheet
 - o 18 compliments were received from parents
 - o 8 compliments were received from staff to staff (including the wider Fair Ways committee.
 - o 2 compliments were received from Local Authority
 - o 2 compliments were received from the Operational Board
- All compliments were followed up and shared with staff and the team.
- Compliments logged on Clear Care
- **There are 2 different forms that can be used for compliments, need to be logged consistently in the same place.**

When PBS4 first started to support Sophie, she was averse to going to Fairways, but she is now attending 3 days a week and they are looking at increasing it to 4 days a week. Generally, Sophie is engaging very well with education, due to good communication between themselves and Fairways.

School has done so well, EG went there with no idea of what she wants to do, but now working on 3 different options.

School has been very good with communications and reporting behaviour, and 9 out of 10 times JJB will go home in a really positive mood.

EHCP/PEP for EG carer Nikki Griffith mentioned that she had had no bad reports or complaints from EG during her transition and thanked the school for their hard work.

Fairways have done such a good job trying to find and use different strategies to engage CL in education

GLADE School

- 14 Compliments have been logged on the internal spreadsheet.
 - o 7 compliments received from parents
 - o 4 compliments received from staff to staff (including the wider Fair Ways community.
 - o 2 compliments received from Local Authority.
 - o 1 received from an external NHS organisation.
- All compliments were recorded on Clear Care and passed to staff.

- The compliment itself is not recorded on the spreadsheet so not able to see what the compliment was directly about.

I know everyone is feeling tired & under stress & I realised this morning we don't get a chance to chat properly atm. I just wanted to say publicly to Charlotte that the work you are doing with BH in communicating is excellent. Similarly, I was a second in a lesson with Zara, again with BH, and your lesson on identity was really good. It's a difficult topic to teach & you made it accessible for him. I don't want to sound patronising and in the old days we'd just make these comments in passing during debrief. I just think atm we need to remind each other that we are doing a good job. Have a good weekend everyone.

Each school also has a 'Staff Shout Out' section within team meetings in which staff are complimented on incidents or behaviours during the week / month.



Outcomes


Positive to see the compliments very much outweigh the complaints received over the academic year.

All complaints being able to be resolved at Level 1 without escalation.

Actions

- 1) Complaints and Compliments are logged consistently on Clear Care using the same form.

| Report seen by | Comments | Signature | Date |
|--------------------------------|---|---|------------|
| Senior Administration Lead | Verified with IT that only the separate Clear Care Forms can be completed for Complaints & Compliments. Form changed part way through 2020-2021. Clear Care reports are reliable and the excel log can be removed. Advised admin. |  | 19/10/2021 |
| Head of School GLADE School | Pleased to see more compliments than complaints. It has been a particularly difficult academic year (COVID Pandemic) which makes the compliments received even more special |  | 01.11.2021 |

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| <p>Head of School <i>Fair Ways School</i></p> | <p>The 2 complaints that were logged on clearcare are now logged on clearcare.</p> <p>Senior admin lead comment confirms only separate complaints / compliments forms can be used so this will ensure reporting on 1 type of form moving forward.</p> |  | <p>1/11/2021</p> |
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