



# **General Complaints and Appeals Policy**

August 2023

(Next review date: August 2024)

## Safeguarding Statement

SupaJam is a post-16 specialist provider, specialising in Music, Maths, English and Life Skills. All staff, volunteers and partners are committed to safeguarding the welfare of every person within SupaJam. Our mission is to help young people to engage and achieve within a safe and inclusive environment.

### Complaints Procedure:

SupaJam Education in Music and Media is committed to providing a high quality education for all students, in a safe environment and in line with our ethos. We work with partners and stakeholders and endeavour to ensure these relationships are managed effectively. However, should any problems occur, those that we are working with or who have been impacted by SupaJam have the right to make a complaint. SupaJam will respond to the complaint with care and concern, looking to resolve the problem as quickly and effectively as possible.

### Making a complaint:

**Stage 1** - If you have a concern or wish to make a complaint, please email the Base Leader of the respective site, carefully detailing the reason for your email. We currently operate three sites:

Swanley Base Leader - Sammi Hastie: [sammi.hastie@supajam-education.org](mailto:sammi.hastie@supajam-education.org)

Canterbury Base Leader - Lindsay Greening: [lindsay.greening@supajam-education.org](mailto:lindsay.greening@supajam-education.org)

Brighton Base Leader - Chelsea Evans: [chelsea.evans@supajam-education.org](mailto:chelsea.evans@supajam-education.org)

The Base Leader will discuss your complaint with you within 5 working days, either by phone, email or in person, and may wish to investigate it further to ensure that SupaJam has all of the necessary information to be able to take any action needed. They will aim to rectify all concerns in an effective and timely manner, treating the matter with sensitivity and understanding. All outcomes will be confirmed in writing.

**Stage 2** - If you feel that your concern or complaint has not been resolved, please escalate your concern to one of the Senior Leadership Team:

Director of Education, Innovation and Operations - Becca Walker: [becca.walker@supajam-education.org](mailto:becca.walker@supajam-education.org)

Director of SEND - Richard Dwyer: [richard.dwyer@supajam-education.org](mailto:richard.dwyer@supajam-education.org)

Director of Safeguarding - Hannah Goslett: [hannah.goslett@supajam-education.org](mailto:hannah.goslett@supajam-education.org)

The Senior Leader will confirm whether any action has been taken with the Base Leaders, and may investigate further. They will respond to your complaint within 5 working days, detailing whether any further action will be taken or whether they feel the concern or complaint has been

appropriately addressed. They may wish to arrange a meeting with you in person to discuss your concern or complaint further.

**Appeals:**

Should you wish to appeal the outcome of your complaint, please contact the joint CEOs, Nick Stillwell and David Court:

Nick Stillwell - [nick.stillwell@supajam-education.org](mailto:nick.stillwell@supajam-education.org)

David Court - [david.court@supajam-education.org](mailto:david.court@supajam-education.org)

They will fully investigate the process and will email you with their decision of the outcome within 5 working days. This decision will be final.

If SupaJam's complaints procedure has been exhausted and you are still dissatisfied, please contact the Department for Education and follow their complaints procedure: <https://www.ipsea.org.uk/complaining-to-the-department-for-education-about-a-school-or-college>. Alternatively if you wish to escalate a complaint made about about a SEND placement, please contact your local authority.

This policy does not form part of your term and conditions of employment.

We reserve the right to amend, shorten or to not follow this policy for employees under two years service.