

Complaints Procedure

As an organisation committed to relationship and dialogue we affirm our openness to working out any difficulties through meeting and dialogue. However, situations may arise where this is not sufficient.

It is usually important to take up any issue with the person concerned. We encourage that any difficulty arising between an individual or organisation and the Oasis School or a member of its staff is first managed on an informal basis between those involved.

We will try to resolve the issue at the time if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of the concern and arrange the best way and time for getting back to the person or organisation. This will normally be within five working days or we will make some other arrangement acceptable to those involved.

However, if a person decides they wish to make a formal complaint, we ask that this is confirmed in writing to the Directors Group within seven working days of any expression of complaint. A director will be appointed to manage the complaint procedure. As a guide to complainants it is helpful if the relevant facts are outlined clearly and in a sequential order. It may be helpful to say the underlying nature and source of any concern and what is wanted from the Oasis School. This may make it easier for discussion and to find a way forward if a complaint is upheld.

Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Should this fail for any reason or those with a complaint feel unsatisfied with the result, they can seek the direct involvement of the Directors Group, two members of whom will be appointed to hear any complaint.

If this leads to an unsatisfactory result, there may be further appeal to a third party agreeable to the Oasis School, the supporting organisation (if relevant) and to the complainant(s) to arbitrate the issue to a solution.

Longer Term Programmes

Difficulties arising during a longer term programme are first managed within the programme group - the source for decision making and planning.

Should this fail for any reason or those with a complaint feel unsatisfied with the result, they can seek the involvement of the Supervision or Development Group of the programme.

If this leads to an unsatisfactory result, there may be further appeal to a third party agreeable to the Oasis School, the supporting organisation (if relevant) and to the complainant(s) to arbitrate the issue to a solution.

The Directors Group

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