



Complaints Policy

- 1. Rationale:** In order to be compliant with The Education (Independent School Standards) Regulations 2014 Governing Bodies have a duty to have in place a procedure for dealing with complaints and that this procedure is published and available to anyone who asks for it. In addition, our school is committed to being 'open and collaborative' and, thereby, working with our community to promote transparency and confidence.
- 2. Definitions:** A complaint is defined as something that is unsatisfactory or unacceptable. This policy relates to any complaints made to the school by pupils, parents, external agencies or individuals. This policy does not replace any Local Authority policy or procedure which applies to schools with academy status. Certain forms of complaint, including child protection, staff grievance or disciplinary procedures, fall outside the scope of this policy.
- 3. Aims and Objectives:**
 - The policy seeks to set out a clear definition of a complaint; the process to be followed at defined stages; and the responsibilities involved
 - The policy aims to encourage resolution of problems by informal means wherever possible
 - The policy seeks to provide a simple, impartial and swift process for dealing effectively with complaints
 - The policy seeks to respect confidentiality and provide a fair and open process
 - The policy seeks to provide information for school leadership that can be used to improve communication and continue to develop our services

4. Implementation:

Stage 1: Informal Concerns: At this stage, concerns raised should be passed to the appropriate person and attempts be made to resolve those concerns in an informal manner. All concerns must be investigated and a response given at the earliest opportunity, in line with our Communications Policy guidelines. If the complainant is unsure who to discuss the matter with, they should contact the school directly or the Principal for clarification. The matter will be looked into thoroughly and the complainant will be informed of the outcome within 5 working days with what action, if any, the school proposes to take. If the complaint is about the Principal it should be discussed informally in the first instance. Complainants have the right to make their concerns formal at any stage and, if doing so, will be asked to lodge their complaint with the Chair of Governors.

Stage 2: Complaint Investigated by the Chair of Governors: A complaint can still be discussed informally with the Principal but, if an informal resolution is not reached, the complainant will be asked to put the complaint in writing to the Chair of Governors. The Chair of Governors will acknowledge receipt of the complaint within 5 working school days. An opportunity will



be provided for the Chair of Governors to meet with both the complainant and the person against whom the complaint has been raised within 10 working school days. The Chair of Governors will provide a written response to both the complainant and the person against whom the complaint has been made and the Principal within a further 10 school working days. Where a complainant is dissatisfied with the outcome or handling of the complaint, she/he should write to the clerk (contact details are available from the school office) to the Governing Body with 10 school days and forward the original complaint form. The clerk will acknowledge receipt within 5 working days.

Stage 3: Complaint heard by Governing Body Complaints Committee: Complaints should only rarely reach this level. The clerk will convene a Governing Body Complaints Committee and notify all parties of the date, time and location of the meeting. At least 5 days' notice will be given to the attendees. The complaint will be heard by the committee within 20 working school days of the clerk receiving the written request to progress to this stage.

The Complaints Committee will consist of at least 3 people who are not directly involved in the complaint. One member will be independent of the management and running of the school. Draft minutes of the committee meeting will be distributed to the committee, complainant and the person against whom the complaint was made within 5 working school days. Responses must be made within a further 5 working school days. The agreed minutes will then be made available to all parties on request. The written response will provide conclusions and be clear if the complaint has been 'upheld', upheld in part' or 'not upheld'

Stage 4: Complaint made to the Education Funding Agency (EFA): The EFA will investigate complaints about undue delay or non-compliance with the school's own complaints procedure; allegations that the school has failed to comply with a duty imposed on it under its funding agreement with the Secretary of State; allegations that the school has failed to comply with any other legal obligation placed on it, except in cases where, in the view of the EFA, there is another body better placed to deal with it.

Stage 5: Complaint to Secretary of State/Local Government Ombudsman: Complainants have further recourse by submitting a written complaint to national bodies/officers to pursue any dissatisfaction with the handling of a complaint at a school or local government level.

5. Monitoring and Evaluation: The purpose of monitoring and evaluation is to ensure that the policy and procedures are followed and that the school reflects upon complaints in respect of future school policy and practice.

- If unsure as to who should deal with concern, please seek clarification from the Principal.
- All staff responding to concerns raised by members of the community should keep a record, logging date, nature of concern and action taken.



- The Principal should monitor the school's handling of formal complaints and keep a file which should be available for scrutiny by the Governing Body. The Principal should report to the Governing Body the nature of concerns/complaints made.
- The Governing Body should record complaints made to the Governing Body and the outcome of any appeals process.

6. Links: School Communications Policy.

7. Responsibilities:

- **Principal:** The day to day running of the school is the responsibility of the Principal. If concerns cannot be handled at the informal stage, it is recommended that complaints be put in writing to the Principal. The Principal should ensure all complaints are fully investigated and outcomes reported to the complainant
- **Governing Body:** The Governing Body should monitor the nature of complaints made by the school on an annual basis and in the event of a complaint being made to the Governing Body and in the event of not being able to resolve the matter informally, this body should arrange a Governing Body Complaints Committee to consider the matter at a meeting and to respond in writing to the complainant.
- **Staff:** All staff have a responsibility to respond to informal concerns being raised and to seek to resolve the matter without it moving to the formal stage.

8. Date of Approval: to be ratified at the next Governors meeting Wednesday 11th January 2017

9. Next Review Date: January 2020



Checklist for Governing Body Complaints Committee

The panel needs to take the following points into account:

- The hearing is as informal as possible.
- Witnesses are only required to attend for the part of the hearing in which they give their evidence.
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses.
- The Principal may question both the complainant and the witnesses after each has spoken.
- The Principal is then invited to explain the school's actions and be followed by the school's witnesses.
- The complainant may question both the Principal and the witnesses after each has spoken.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Principal is then invited to sum up the school's actions and response to the complaint.
- Both parties leave together while the panel decides on the issues.
- The chair explains that both parties will hear from the panel within a set time scale.



Complaint Form

Please complete and return to (Principal's PA), who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.

(Who did you speak to and what was the response)?



What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: