



COMPLAINTS PROCEDURE

Our school values its relationship with pupils and parents and encourages those with concerns regarding their child's education or the service we provide to contact the school with the aim of resolving the issue or concern.

However, where a person (parent, carer, other) wishes to make a complaint it will be treated seriously and managed in a formal procedure, as stipulated below.

1. The complainant must submit their complaint in writing or by using the School Complaint Form. The letter/form should contain as much detail as possible. School will take into consideration information from an anonymous complaint, however, as the person wishes to remain anonymous, there will be no further communication with the person.
2. The complaint will be acknowledged in writing within 5 school days stating which member of staff/Governor will be managing the complaint (the Governing body agrees that where the passage of time may be an issue for the Governor concerned, a text message or email will be considered an appropriate written acknowledgement).
3. Within a further 20 school days, an investigation of the complaint will be undertaken and in the instance that there are unforeseen delays, details will be communicated back to the complainant with a revised date.
4. Within 5 school days of completing the investigation the complainant will receive a copy of the report (in writing or via email) and the investigating member of staff/Governor's decision, or notification that the member of staff/Governor will investigate further. If the member of staff/Governor decides to undertake a further investigation the complainant will be notified of this (in writing or via email) and be given a date by which it will be completed (normally a further 10/15 school days).
5. The complainant will be invited to attend a meeting to discuss the report, if they wish, at a mutually convenient time. There will be a period of 10 working school days in which to respond to the offer of a meeting. If no response is received in that time the school will presume that the complaint is closed.
6. Irrespective of whether the complainant attends a meeting they have the right of appeal to the Governing Body Complaints Committee if they are dissatisfied with the way in which the investigation was undertaken. The Complaints Committee will not reinvestigate the original complaint. Complainants should make this request within 10 school days of the receipt of the investigation report or within 10 school days following the meeting. If no request is made within this time period the school will presume that the complaint is closed.
7. A Complaints Committee meeting will be held within 15 school days of the complainant informing the school they wish to appeal. The committee will consist of three school governors who are impartial to details of the complaint. The role of this committee is to investigate that school procedures were followed as detailed in the school policy/procedure and that any identified recommendations or areas for improvement have been implemented.
8. The decision of the Complaints Committee will be sent to the complainant, in writing or via email the school day following the meeting. The decision of the Complaints Committee is final. The complainant can submit a complaint to the Local Authority but only on the grounds that the school did not follow its published procedure. The Local Authority will not investigate the complainant's original complaint against the School; however the Local Authority may check that the school followed its published procedures.

The Governing Body reserves the right to request email addresses from the school, where these have already been provided by the parents/carers on the school's data collection sheet (in accordance with the school's data protection policy). If the complainants have not provided an email address they may provide one on the complaint form as detailed below.

Where the complaint refers to the headteacher the chairperson of the Governing Body will investigate the complaint.

