

## **COMPLAINTS PROCEDURE**

### **Rationale**

This statement has been written to inform parents, carers or others of the procedures to follow should they wish to make a complaint. The governors recognised the value of providing clear and concise information to ensure that any complaints are resolved swiftly.

### **Policy**

The aim of the school policy is to outline the stages of complaint that parents, carers or others should follow in the case of a complaint.

### **Guidelines**

- 1 All complaints should be dealt with as quickly and efficiently as possible, ie fully, fairly and carefully.
- 2 A parent, carer or other specified person may complain.
- 3 Where the school receives an anonymous complaint there is no duty to pursue the matter. However, the school will consider such complaints and decide whether the complaint justifies further investigation.
- 4 All complaints will be recorded and detailed notes of any complaints will be retained by the school for a period of three years after the student has left the school.
- 5 A three stage process for considering complaints is in question.

**Stage 1:** It is expected that the majority of complaints by parents, carers and others will be resolved at Stage 1 informally, through discussion with the class teacher, subject leader, head of faculty or head of year. If satisfied the parents, carers or other person should say so and the matter is at an end. If they are not satisfied the parents, carers or other person should be given a copy of the school's complaints procedure and should put their complaints in writing to the Headteacher.

**Stage 2:** At this stage the complaint will be investigated by the Headteacher. If satisfied the parents, carers or other person should say so and the matter is at an end. If they are not satisfied the parents, carers or other person should be advised to put their complaint in writing to the Chair of Governors.

**Stage 3:** At this stage the complaint will be considered by a Governors' Complaints Panel. It will be considered, investigated and action will be determined by the governors who will inform the parents, carers or other person of their decision in writing.

- 6 If the complaint is still not satisfied the parents, carers or other person may take the complaint to the local authority. The school will assist the authority in its

investigations. Once the local authority comes to a decision, the parents, carers or other person may if not satisfied take their complaint further to the Secretary of State.

### **Monitoring, Evaluation and Review**

- 1 The Senior Leadership team will monitor the policy.
- 2 The Senior Leadership team will triennially review and evaluate the effectiveness of the policy.

### **Dissemination of the Policy**

The policy will be available on the school website, on request to parents, carers or others, the LA and Ofsted through the Headteacher. A copy of the policy will be available for staff in Staff Files, School Policies.

Date approved by governors	November 2010
Date for review	November 2013