



Complaints Policy and Procedure

Author	Written / Reviewed	Passed by Governors	Next Review
N Toplass	May 2017	May 2017	May 2018

INTRODUCTION

This policy has been designed to help you raise a concern with the school.

General day-to-day concerns about school life should be raised in the first instance with the class teacher or Head of School.

It is hoped that the vast majority of concerns you may have can be addressed informally at this stage. If you do not feel satisfied with the outcome of the complaint raised, you can refer the matter to the Executive Head Teacher.

Discussion with the Executive Head Teacher is again intended to resolve any matter informally in the first instance.

Dependent on the nature of the complaint the decision may be made to conduct a formal investigation.

If you feel that your issues are of such significance and/or your initial attempts to find resolution have not been successful, you can make a formal complaint.

MAKING A FORMAL COMPLAINT

1. What to do first:

You can put your concerns in writing or you can ask to see the Executive Head Teacher by making an appointment to discuss your complaint in person. The Executive Head Teacher will make sure that they understand what you feel went wrong and will ask what you would like the school to do to put things right.

The Executive Head Teacher will consider the complaint and where necessary conduct an investigation. You will then receive a response to your complaint confirming what action, if any, is to be taken to prevent a similar problem arising again.

Of course, this does not mean that in every case the Executive Head Teacher will come round to your point of view but it will help both you and the school to understand what happened.

2. What if you remain dissatisfied with the school's response?

If you are still not satisfied (or your complaint is about the Executive Head Teacher), you can contact the Chair of Governors. The Chair of Governors will arrange for your complaint to be heard by a group of three governors who have no previous knowledge of your complaint. They will be independent of the situation and bring a new outlook.

A meeting will be called and you will be invited to attend to confirm why you remain dissatisfied and what outcome you wish to see. You can bring a relative or friend with you to offer you support. The Governors will talk to everyone involved and then make a decision, which will be conveyed to you and the school. All meetings will take place on school premises.

3. Mediation and Conciliation

Complaints about school problems are almost always settled within schools, but in exceptional cases it may be possible to refer the problem to an outside body such as the Mediation and Conciliation Service, which is independent of the school, who will offer you support and advice.

4. Complaints about Head Teachers and the Governing Body

If your complaint is about the Executive Head Teacher of the school, you should in the first instance direct your complaint to the Chair of Governors who will investigate. To find out who the Chair of Governors is please call the school.

If your complaint is about the Governing Body, the Local Authority will investigate your complaint.

For further information about this process contact the Customer Relations Officer (see contact details below).

TIME LIMITS INVOLVED IN THE COMPLAINT PROCEDURE

INFORMAL CONCERNS

General day-to-day concerns should be raised in the first instance with the Class Teacher or Head of School. These should normally be addressed within a day but may require monitoring or slightly longer depending on the complexity of the issue.

FORMAL COMPLAINTS PROCEDURE

STAGE 1: To be dealt with by the Executive Head Teacher:

Following receipt of the complaint a meeting will be held as soon as is convenient to discuss the specific issues.

The Executive Head Teacher will formally investigate your complaint. He or she will talk to everyone involved and then contact you to confirm the outcome of their enquiries, any action taken and hopefully resolve the issue.

**10 School
Working
Days**

STAGE 2: Appeal to the Chair of Governors

If you are dissatisfied with the Executive Head Teacher's response three Governors not previously involved will hear your complaint.

The governors will report their findings to you and the Executive Head Teacher with an appropriate summary of any action taken.

Complaint to the Chair of Governors:

If your complaint involves the actions of the Executive Head Teacher, the Governing Body will conduct the investigation and then contact you to confirm the outcome of their enquiries, any action taken and hopefully resolve the issue.

**20 School
Working
Days**

STAGE 3: Referral to the Local Authority

If you remain dissatisfied with the outcome of the school's investigation you can refer your concern to the Local Authority. A Local Authority officer will investigate how the school has dealt with your complaint and prepare a report for the school, which will be shared with you. The Local Authority cannot investigate the original complaint only the process that has been followed to ensure that it has been thorough and fair.

**20 School
Working
Days**

OR

If your complaint is about a Governor or the Governing Body, the Local Authority will conduct an investigation.

SUMMARY: HOW TO MAKE A COMPLAINT AND BE HEARD

- Make an appointment to see the Executive Head Teacher or put your concerns in writing
- Arrange a meeting with the school
- When you have arrived at school state who you have made an appointment to see.
- Speak calmly and clearly.
- Explain what your concerns are, the events which have taken place, who you have spoken to and what you would like to happen next.
- Bring with you any letters you think may be useful.
- Bring a friend, family member or someone to support you if you wish.

USEFUL ADDRESSES

Customer Relations Officer
Sandwell Local Education
Authority PO Box 41
Shaftesbury
House 402 High
Street West
Bromwich B70
9LT

Tel: 0121 569 2200