



# CASTLE CARROCK SCHOOL

## COMPLAINTS PROCEDURE AND POLICY

**2018/2020**

**Approved by<sup>1</sup>:**

**Head teacher**

**Date:**

January 2016

**Review Date<sup>2</sup>:**

January 2020



This document sets out the policy for dealing with comments, grievances and complaints. **This policy acts on the Best Practice Advice for School Complaints 2016.**

**This policy should be used for:**

- Complaints relating to the schooling of your child
- Complaints about the education and care provided to pupils at the school
- Complaints about the school's operational arrangements

**This policy is limited to matters which can reasonably be investigated and therefore complaints should relate to matters which have occurred within the last 12 months.**

**This policy should not be used for:**

- Complaints by staff relating to grievances about their employment
- Complaints about the actions of a governor
- Complaints about the actions of another parent
- Allegations of abuse
- Issues between the school and community groups/PTA

**These matters will be dealt with by:**

- Complaints by staff relating to grievances about their employment (There is a separate staff grievance procedure )
- Complaints about the actions of a governor (This should be reported to Chairman of the Governing Body in the first instance)
- Complaints about the actions of another parent (This should be reported to the Head Teacher who will investigate whether action can be taken by the school)
  - Allegations of abuse (Any allegations of abuse should be discussed with the Head Teacher or a senior staff member in the first instance. For a definition of abuse, refer to the school's Child Protection Policy.
- Issues between the school and community groups/PTA (These will be resolved informally by discussion)

**Status**

Section 29 of the Education Act 2002 states the need to have in place a procedure to deal with complaints relating to the school and to any community facilities or services the school provides. The law also requires the complaints procedure to be publicised.

**Purpose**

The school's values are concerned with meeting the needs of pupils, parents and other stakeholders. The governing body believes that feedback is an important ingredient in self-evaluation and raising standards. All stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously. The school takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints. The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavour to resolve issues on the spot. Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

**Applicability**

The policy shall apply to all employees and governors of the school. It is the shared responsibility of the Head Teacher and the Chairman of the Governing Body to ensure that these groups are made aware of the policy and procedure.

**The Complaints Procedure will:**

- encourage resolution of problems by informal means wherever possible;
- be easily accessible and publicised;
- be simple to understand and use;
- be impartial;

- be non-adversarial;
- allow swift handling with established time-limits for action and keeping people informed of the progress;
- ensure a full and fair investigation by an independent panel where necessary; • respect people's desire for confidentiality;
- address all the points at issue and provide an effective response and appropriate redress, where necessary;
- provide information to the school's senior management team so that services can be improved.

### **Roles and responsibilities**

The procedure is as follows:

#### **Stage one:**

- Complaint/concern heard by staff member (informal);

#### **Stage two:**

- Complaint heard by Head Teacher (formal) or
- Complaint is heard by the Chair of Governing Body (if complaint is about the Head Teacher) (formal);

#### **Stage three:**

Complaint heard by Governing Body's Complaints Panel (review).

A dissatisfied complainant can always take a complaint to the next stage.

The Complaints Policy and Procedure are publicised to all stakeholders through:

- the information given to new parents when their children join the school;
- home school bulletins or newsletters;
- the school website.

If, at any stage of the process, the complainant starts legal action in relation to the matters under consideration, the complaints process will automatically cease, and all further correspondence will be with the Schools' legal representatives.

### **Monitoring and evaluating the policy**

All documentation regarding complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded and a summary included in the Head Teacher's next report to governors.

The governing body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole governing body will not name individuals. The monitoring and review of complaints by the school and the governing body is a useful tool in evaluating the school's performance, and will contribute to school improvement. Any underlying issues identified will be addressed.

### **Record Keeping**

- All complaints will be responded to in writing.
- At Stage 1, even though this is an informal stage, the complainant will receive a reply in writing and a copy should be retained for reference.
- At Stages 2a, 2b and 3, there should be clear communication in writing throughout the handling of the complaint.

A copy of all written communication should be retained for reference. Only complaints relating to the schooling of a specific child would be kept within the child's files. Other issues will be filed separately in a secure location and will be retained for a period of 7 years.

Policy written and adopted by Castle Carrock School Academy July 2015

Reviewed January 2018

Ratified by Governing Body .....

Date to be reviewed S

Signed:..... Headteacher

Signed:..... Chair of Governors

Signed:..... Chair of Teaching and Learning Committee