



DAUBENEV MIDDLE SCHOOL

**Complaints
Policy**

Raising Concerns and Resolving Complaints

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a “General Complaints Procedure”.

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur

Full details of the procedure may be obtained from the School Office or from the Clerk to the Governing Body.

Such a statement, in conjunction with an effective policy will ensure that governors are meeting their statutory requirements. It is for individual governing bodies to determine what constitutes a good policy but there are some basic ground rules which should be followed. Of prime importance is that the school’s policy should be followed at all times and that individual governors should never take it upon themselves to attempt to resolve a complaint. Complaints policies should also be simple, straightforward with an emphasis on solving matters through mediation which, if necessary, enables any subsequent formal resolution to be achieved as quickly and effectively as possible.

A school policy for resolving complaints:

Introduction

From time to time parents may naturally have concerns about an aspect of their child's education. Often those concerns will resolve themselves, but on occasions parents may feel that the issue will need the School's help to be resolved.

As partners in your children's education the School wishes to work with you in the resolution of problems and this policy is designed to show what steps may be taken. The resolution of a concern can take the three steps which are described in detail below.

An Informal Concern

On most occasions these can be resolved immediately by speaking to your child's class teacher. It may be necessary for you to make an appointment at a time which is convenient to both of you.

Please let the teacher know the nature of your concern when making an appointment so that they may investigate further on your behalf if necessary.

The purpose of the meeting should be to establish a solution or to agree a plan of action to resolve the concern. If the meeting fails to do so then you should make an appointment to see the Head Teacher.

The Head Teachers will normally make further investigations on your behalf and meet with you to suggest a workable solution. If you feel that the matter is not satisfactorily resolved, you may request a further meeting with the Head Teachers or consider making the matter the subject of a formal complaint.

It is important that due procedure is followed with a view to seeking resolution to a concern or complaint. A failure to follow the procedure may result in the procedure being terminated by the Governing Body.

A Formal Complaint

If the concern is not resolved at the informal stage it must be put in writing and passed to one of the Joint Head Teachers who will either investigate the matter or delegate this responsibility to a senior colleague. The complaint should include details which might assist the investigation such as names of potential witnesses, dates and times of events and copies of relevant documents. One of the Joint Head Teachers may meet with the complainant to clarify the matter. On the conclusion of the investigation, the Joint Head Teacher will write to the complainant with the outcome of the investigation. If the outcome of the investigation results in the implementation of staff disciplinary procedures, such procedures will remain strictly confidential.

If the complainant is not satisfied with the manner in which the process has been followed or if the complaint is about one of the Head Teachers then a full written complaint should

be made to the Chair of Governors at the School's address. The Chair of Governors will write to you to confirm receipt of your letter and will investigate the matter fully and reply within a further ten working days from receipt of the letter. In some circumstances, the Chair may ask another governor to carry out the investigation on their behalf.

The Chair will collect such other evidence as is deemed necessary and may interview other witnesses. The Head Teacher will be provided with a copy of the complaint and any additional evidence presented by the complainant or collected by the Chair.

Once there has been an opportunity for the Head Teacher to consider this he/she will meet separately with the Chair to present a response. A friend or representative may accompany the Head Teacher at this meeting. On the conclusion of this meeting the complainant and Head Teacher will be informed in writing of the outcome. The complainant will not be informed of any disciplinary or capability action which might ensue.

This will now bring the Chair's investigation to a close. If the complainant is not satisfied with the manner in which the complaint has been investigated, a request may be made for the Governing Body to hold a formal review of the process which will take the form of a hearing. Any such request must be made in writing to the Chair within two weeks of receiving notice of the outcome of the Chair's investigation and must state the reasons for the implementation of the next stage. Please note, the complainant is not entitled to access any details of the investigation except for any statements that may have been provided by their child.

A Formal Review

On receiving a formal request for the complaint to be taken to the next stage the Chair of Governors will write to the complainant within five working days to inform you of the date and time of the hearing and of the composition of the panel who will hear the complaint.

The hearing may take one of two forms at the discretion of the governing body. You may be invited to attend the meeting, given the opportunity to inform the Governing Body of the details of your concern. The governors may question you to seek further clarification of the detail of your concern. You may bring a friend with you to the hearing. The governors will then ask you to leave and will then meet with the Head Teacher and Chair of Governors to seek their view of the issue. The Head Teacher may be accompanied by a friend or representative. Once the governors have clarified any issues, the Head Teacher and Chair of Governors will be asked to leave while they consider their response to the complaint.

Alternatively, the meeting may follow the same course described above with both parties in attendance for the duration of the hearing. In this case after both parties have stated their case and responded to questions, the complainant and the Head Teacher and/or Chair of Governors will be requested to sum up their positions before being asked to leave. No further questioning will be allowed at this point. The governors will then consider their response.

The Governing Body will write to the complainant and the Head Teacher or Chair, as appropriate, within forty-eight hours of the hearing with their findings. The complainant will

not be informed of any disciplinary or capability action which might follow. However, if the investigation does result in a change to the School's policies being implemented, the complainant will be informed of the detail of this. This will bring the involvement of the Governing Body to a close and further correspondence cannot be entered into.

If a complainant believes that the Governing Body has acted illegally or arbitrarily in handling the complaint, then the complainant may make representation to the Secretary of State for Children, Schools and Families. Where a complaint is judged by the Governing Body to be vexatious, the complainant will be informed that their complaint will not be accepted and will not be investigated.

Please note that complaints regarding the following are not included in this document: Admissions; National Curriculum; Child Protection; School Exclusions; Special Educational Needs and complaints about governors.