



Concern & Complaints Policy

Governor Lead:	John Moss
Nominated Lead Member of Staff:	Headmaster
Status	Statutory
Last Review Date:	2020 (minor)

CONCERNS & COMPLAINTS POLICY

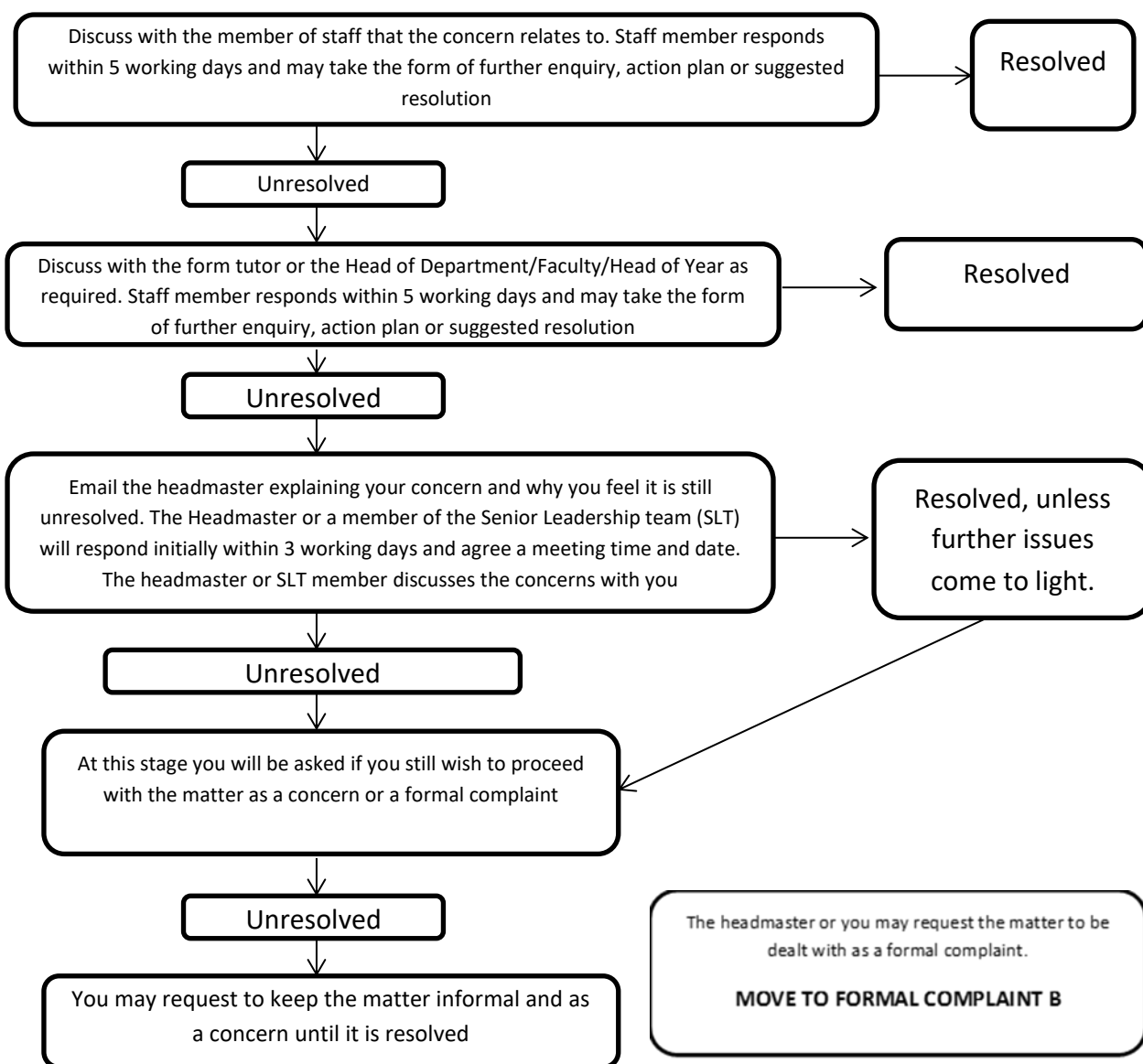
The School is open to listen and respond appropriately should parents of pupils have concerns that lead to a complaint for example where they think the school has done something wrong or has acted unfairly or impolitely.

The Policy aims to set out the concerns & complaints procedure so that matters are dealt with fairly, promptly, openly and in such a way that leads to satisfaction by all parties or, at the very least, a feeling that issues have been addressed as far as practicably possible. It is in this spirit of desire to provide as good a service as possible, whilst mindful of often conflicting viewpoints, that the procedures are set out.

CONCERNS & COMPLAINTS PROCEDURE

Informal Stage A

It is hoped, though not a requirement, that all concerns initially go through this stage as shown in the flow chart below.



Formal Stage B

1. The parent should write to the Headmaster in polite respectful tones, with a clear outline of the nature of the complaint including timescale, person(s) involved and specific details.
2. The Headmaster or SLT member will respond initially within 3 working days (save for the Head's absence) to acknowledge receipt of the formal complaint, and will also restate the policy giving 10 working days to investigate the complaint. The Chair of Governors will be informed.
3. After no more than 10 working days, the Headmaster or SLT member will write a report outlining the nature of their investigation and the conclusions reached. This is sent to the parent and the Chair of Governors:
 - a. Where the complaints are upheld, the report will indicate any actions taken.
 - b. Where the complaints are not upheld, the report will clearly indicate the reasons.
4. If the parent is not satisfied with the conclusions and/or recommendations of the formal stage B then he/she may write to the Headmaster, within 5 working days of receipt of the formal stage report, to appeal the decision.

Panel Stage C

1. The Headmaster will, within 10 working days of receipt of the complainant's move to appeal, set up arrangements for the appeal panel, the date to be set no more than 5 working days later. This timescale may be reasonably extended for the set up arrangements to take place. The complainant will be informed in a timely manner.
2. The appeal panel will consist of:-
 - a. the complainant (and, where appropriate, a supporting person. This should not be legal representation).
 - b. two governors (one of whom is likely to be the Chairman)
 - c. an independent member such as heads of other schools, senior police officers or civil servants. None of the above should have been directly involved with the complaint and is independent of the management and running of the school
3. The findings and recommendations of the panel are final.
4. The findings and recommendations of the panel will be sent to the complainant, in writing, no more than 5 working days after the panel meeting.
5. If appropriate the findings and recommendations will be also sent to the person complained about.
6. Records will be kept on the School premises and available for Inspection if required.
7. The Headmaster will receive a copy.
8. It is the responsibility of the Head to ensure any recommendations are carried out.
9. The number of formal complaints (at Formal Stage B or C) will be recorded at the end of the Complaints Policy and updated annually
10. A written record will be kept of the complaints: all records associated with complaints will be kept in confidence except where the Secretary of State or an inspecting body requests to see them under section 109 of the 2008 Act, requests access.

School will endeavour to work to the timescales indicated in the policy, save for where notifications are received during school holidays or where the scope of investigation or availability of key staff prevent this.

If the complaint is about the headmaster, then the parent should write to the chair of governors via the school office, following the above procedure.

Number of complaints using formal school procedure

2014/2015 – 2; 2015-16 – 1; 2016-17 - 2; 2017-18 – 2; 2018-19 – 3 2019-2020 – 2