

# YEWSTOCK SCHOOL



## **General Complaints Procedure**

**Status:**

**Statutory**

Any problem or concern should be raised promptly with the class teacher/form tutor or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the headteacher. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the headteacher or relevant member of staff.

### **Stage 1 (Headteacher)**

If you are dissatisfied with the response of the member of staff (or the headteacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the headteacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The headteacher will investigate the complaint and provide a written response. This will normally be within ten school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the headteacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (stage 2).

### **Stage 2 (Chair of Governors)**

If you are not satisfied with the headteacher's response, you may contact the Chair of Governors via the school.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the headteacher. At the end of this stage the Chair will provide you with a written response. This will normally be within ten school days, but you will be kept informed if more time is needed.

If you are not satisfied with the Chair's response at the end of stage 2, the complaint can be referred to the governing body by writing to the Chairman or Clerk to the governing body. The governing body will ask a small panel of governors to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within ten school days of the meeting.

For most complaints the decision of the governors is the last step in the procedure.

### **The curriculum**

There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences:

- You may complain either to the LA or the governing body in the first instance

## YEWSTOCK SCHOOL

- The complaint will be investigated by whichever of these is responsible for the matter complained about.
- The Governing body will inform both the complainant and the LA of the outcome of its investigation.
- There is a right of appeal to the LA and then to the Secretary of State

### **The LA**

In general, internal school matters are the responsibility of the school governing body. However, you may have a complaint which relates to something which is the Local Authority's responsibility. The LA provide advice to parents and schools on best practice procedures for dealing with complaints. The LA will, where appropriate, check to make sure that the complaint has been reasonably dealt with.

Where required, LA officers may play a role in helping schools to investigate and resolve particular complaints. Advice is available from the Local Authority.

### **School admissions and exclusions**

Separate complaint and appeal procedures exist for these matters, and appropriate information is available from the school

### **Complaints against school staff**

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, or the Managing Allegations Staff Policy or the Child Protection Procedures rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

This policy to be reviewed as part of a rolling programme of policy review set by the governors.

**This policy should be read in conjunction with the Single Equality Policy. The general equality duty requires that, in the exercise of their functions, schools must have due regard to the need to eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act 2010. This school endeavours to advance equality of opportunity and foster good relations for all.**

Date reviewed by P&C Committee	16 <sup>th</sup> March 2011
Date reviewed by P&C Committee	7 <sup>th</sup> March 2012
Date of next review	7 <sup>th</sup> March 2015
<b>Date adopted by the Governing Body</b>	<b>21<sup>st</sup> March 2012</b>