



## **SCHOOL COMPLAINTS POLICY AND PROCEDURES**

Updated: December 2019  
Review: December 2022

**This Policy is founded within our School ethos which provides a caring, friendly and safe environment for all members of our community.**

## 1.0 Introduction

- 1.1 This Policy should be read in conjunction with the DfE [Non-Statutory Guidance] School Complaints Procedure 2011 and CEFM's documents – Education Update January 2012ii - The Education Act 2011 and Governance Guidance Documents – Staffing.
- 1.2 Since 01 September 2003, Governing Bodies of all maintained schools and maintained nursery schools in England have been required, under Section 29 of the Education Act 2002, to have in place a procedure to deal with complaints relating to the School and to any community facilities or services that the School provides.
- 1.3 The Education [Independent School Standards] [England] Regulations 2010 No 1997 and the Education [Non-maintained Special Schools] [England] regulations 2011 No 1627 extended these requirements to include academies, free schools, independent schools [not state funded] and non-maintained special schools. The law has also required the procedure to be publicised. Ofsted Inspectors will make a judgment of the Complaints Procedure Statement that the School issues and information from any upheld complaints about the School from parents/carers to OFSTED.
- 1.4 This Policy does not include dealing with staff grievances, internal disciplinary matters relating to staff or students or curriculum complaints. Nor does it deal with admissions appeals, SEN appeals or appeals to the Staff Dismissal Committee, Whistle Blowing [matters of impropriety, e.g. a breach of law, school procedures or ethics] or Discrimination.
- 1.5 Typical matters that might be considered under this Policy include:  
From Parents/Carers:
- To the Tutor, Learning Coordinator or member of the Senior Leadership Team about suspected bullying
  - Detention and out-of-school activity arrangements
  - Complaints about matters such as facilities, lack of supervision etc.
- From the General Public
- Local residents complaining about the behaviour of students coming to and going from school
  - A local trader feeling that the School should be trading with his/her company
  - Local community leaders concerned that the School is not involving itself sufficiently in particular aspects of community life
  - The Local Member of Parliament writing on behalf of a constituent.
- 1.6 The Governing Body is committed to ensuring that the highest standards are maintained at the School both in the provision of education to students and in every other aspect of the running of the School. A complaints procedure is an important part of the management of a well-run school allowing parents/carers and members of the general public the opportunity to voice concerns they may have through appropriate channels. This Complaints Policy and Procedures has been adopted by the Governing Body to ensure a systematic and fair approach to the resolution of such concerns. The School will work closely with our Human Resources Provider to ensure all relevant staff involved in handling complaints are provided with the appropriate training and support to carry out this duty.
- 1.7 We recognise the need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage reduces the number that develop into formal complaints. We aim to ensure that concerns are

handled, if at all possible, without the need for formal procedures. Our formal complaints procedure is only necessary if efforts to resolve the concern are unsuccessful. In most cases, a Class Teacher or an individual delivering the service will receive the first approach. Our staff development process includes training to help staff resolve issues on the spot, including apologising, where necessary.

- 1.8 Our formal procedures are 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. [See Appendix A and Appendix B.]
- 1.9 Certain complaints, for example, those relating to the curriculum should be addressed by contacting the relevant Curriculum Leader directly. Similarly, complaints about SEN provision should follow the SEN procedures. Any complaints by staff should be addressed under the School's Grievance Procedure.
- 1.10 A complaint may result in disciplinary action by the School against a member of staff which would be confidential between that member of staff and the School but otherwise parents/carers should be kept fully informed of the handling of any complaint. Any complaint will be confidential unless it is necessary to involve other parties and will be dealt with as quickly as possible.

## **2.0 Objectives and Targets**

- 2.1 To be effective our Complaints Procedure will:
  - Encourage resolution of problems by informal means whenever possible
  - Be easily accessible and publicised
  - Be simple to understand
  - 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 person, 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 Leadership Team so that services can be improved.

## **3.0 Action Plan**

- 3.1 At Heston Community School, the Headteacher has overall responsibility for the operation and management of the School Complaints Procedure. In practical terms, the Headteacher will nominate a senior member of staff to deal with matters on a day-by-day basis.
- 3.2 In general, any written complaint should be addressed to the Headteacher, although it is expected that attempts will be made to resolve difficulties informally with the Class Teacher, Curriculum Leader, Learning Coordinator or Tutor before being referred to the Headteacher. The informal stage of the procedure should be exhausted before the matter is referred to the formal stage and a complaint form issued [see Appendix B]. If any substantial complaint is made to a member of staff by a parent/carer it should be referred to the Line Manager or Headteacher, as

appropriate, if it cannot be resolved immediately by the member of staff to the satisfaction of the parent/carer.

3.3 Whenever a formal complaint is received it will be investigated. At each stage, the person investigating the complaint [the Complaints Coordinator], makes sure that they:

- Establish what has happened so far and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them [if unsure or further information is necessary]
- Clarify what the complainant feels would put things right
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Conduct the interview with an open mind and be prepared to persist in the questioning
- Keep notes of the interview

#### **4.0 Stages in the Procedure**

4.1 There are three stages in the School's Complaints Procedures [See Appendix A for a Flow Chart]. At each stage in the procedure, we will remain mindful of ways in which the complaints can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that the event complained of will not recur
- An explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review School Policies in light of the complaint.

4.2 We encourage complainants to state what actions they feel might resolve the problem at any stage. An admission that the School could have handled the situation better is not the same as an admission of negligence.

4.3 At all times we will seek to identify areas of agreement between the parties and clarify any misunderstandings that might have occurred because this can create a positive atmosphere in which to discuss any outstanding issues.

#### **4.4 Stage 1 [Informal]**

In this stage, the Class Teacher, Curriculum Leader, Learning Coordinator or Tutor will deal with the complaint. Most parents'/carers' concerns can be adequately resolved by discussion such members of staff. There may be no need for the complaint to be put in writing, which would formalise matters and may lead parents/carers to feel less prepared to articulate concerns, perhaps because of a fear that such action may prejudice the interests of their child. The complaint should be resolved within five school days. However, if the complainant wishes to

take the matter further then the Headteacher is informed and Stage 2 is implemented.

#### 4.5 **Stage 2 [Informal]**

If the concern is not met to the parents'/carers' satisfaction by discussion, then the initial recipient of the complaint should refer the matter to the Headteacher or a designated member of the Senior Leadership Team. It may be appropriate at this stage for the complaint to be put in writing.

The Headteacher, or a designated member of the Senior Leadership Team, will investigate the circumstances of the complaint and may find it appropriate to ask for written statements from staff or students and to call for any relevant documentation.

If the complaint is against a member of staff, that member of staff has a right to be given details of the complaint and the opportunity to make representation about it. The person investigating the incident will take these details into account.

If a complaint concerns the conduct of the Headteacher or a Governor, or where the Headteacher or Governor has been involved in the issue previously, then the matter will be referred to a Senior Member of Staff or member of the Governing Body not previously involved. In some circumstances, the School reserves the right to refer the matter to an external body.

The Headteacher or designated member of staff will respond to the parent/carer with the outcome of the investigation, normally within ten school working days of receipt of the substance of the complaint. The response may be in writing or at a meeting with written confirmation of the outcome.

The parent/carer must be informed of his or her right to have the matter referred to the Governors' Complaints Panel if the outcome of the informal stage is not satisfactory. Any such request by a parent/carer should be addressed to the Clerk to the Governors and the matter becomes a formal complaint.

#### 4.6 **Stage 3 [Formal]**

Complainants must be informed of the new timescale for resolution of complaints that reach this stage. When the Clerk receives a formal request for the Governors to consider a complaint, the Clerk will refer the matter in the first instance to the Chair of Governors or another nominated Governor. S/he will investigate, may speak to the parties involved and will prepare a written statement of findings to be submitted to the parent/carer. The parent/carer must be informed of the right to refer the matter to the Governors' Complaints Panel if s/he is not satisfied with the outcome. This will be made up of at least three people – one of whom is who is independent of the management and running of the academy.

If a Hearing is requested, the Clerk will write to the parent/carer, the Headteacher and the Chair of Governors giving details of the meeting, requesting copies of any documents to be put before the meeting and the names of any witnesses that either party may wish to attend. The parent/carer will be informed of the right to be accompanied by a friend. The Hearing should be on reasonable notice and be held as soon as practicable after receipt of the referral.

The procedure at the Hearing [See Appendix C – Checklist for a Panel Hearing] needs to be appropriate for the circumstances and is at the discretion of the Chair of the Governors’ Complaints Panel, but is likely to involve:

- Presentation of the complaint
- A reply by the Headteacher or Governor
- Questioning by all parties
- Representation about ways to resolve the complaint satisfactorily

If necessary, the Panel will withdraw to consider their findings on the evidence put before them and their conclusions, which may include measures to redress problems identified. The Panel’s decision is final. If, despite following appropriate procedures the complainant remains dissatisfied, or tries to reopen the same issue, the Chair of Governors will inform them in writing that the procedure has been exhausted and that the matter is now closed. The only redress the complainant may take at this stage is to refer the matter to the Education Secretary, since the right to appeal to the Local Government Ombudsman was repealed in the Education Act 2012.

Complaints are considered and resolved as quickly and efficiently as possible. The School will, where possible, complete an investigation into the complaint and provide a written report regarding the complaint. The Report will be made available to the Complainant and, where relevant, the person complained about and will be available for inspection by the Headteacher within fourteen school working days. However, the length of the investigation will depend on the nature of the complaint and other variable factors. If the investigation is likely to exceed fourteen school working days, the School will set realistic time limits for each action within the Stage. Where such further investigations are necessary, new time limits may need to be set and the Complainant will be sent details of the new deadline and an explanation for the delay.

## 5.0 Time Limits

5.1 Heston Community School sets realistic time limits for action within each stage:

- Stage 1 complaints must be resolved within **five** school working days
- Stage 2 complaints must be resolved within **ten** school working days of receipt of the substance of the complaint
- Stage 3 complaints will be investigated and a written report provided within **fourteen** school working days. However, the length of the investigation will depend on the nature of the complaint and other variable factors. If the investigation is likely to exceed **fourteen** school working days, the School will set realistic time limits for each action within the Stage. Where such further investigations are necessary, new time limits may need to be set and the Complainant will be sent details of the new deadline and an explanation for the delay.

## 6.0 Recording Complaints

6.1 The progress of any complaint and the final outcome will be recorded by the Complaints Coordinator. These findings will be made available to the Complainant and, where relevant, the person about whom the complaint was made and will be

available for inspection by the Headteacher. A complaint may be made in person, by telephone or in writing [See Appendix B]. At the end of a meeting or telephone call, the member of staff will ensure that the Complainant and the School have the same understanding of what was discussed and agreed. A brief note of meetings and telephone calls will be kept and a copy of any written response added to the record.

## **7.0 Publicising the Policy and Procedure**

7.1 Details of Heston Community School's Complaints Policy and Procedures are included, as appropriate, in:

- The information given to new parents/carers when their children join the School
- The information given to the children themselves
- The Home-School Agreement
- Home-School Newsletters
- Documents supplied to community users, including course information or letting agreements
- A specific complaints leaflet which includes a form on which a complaint can be made [see Appendix B]
- The School Website

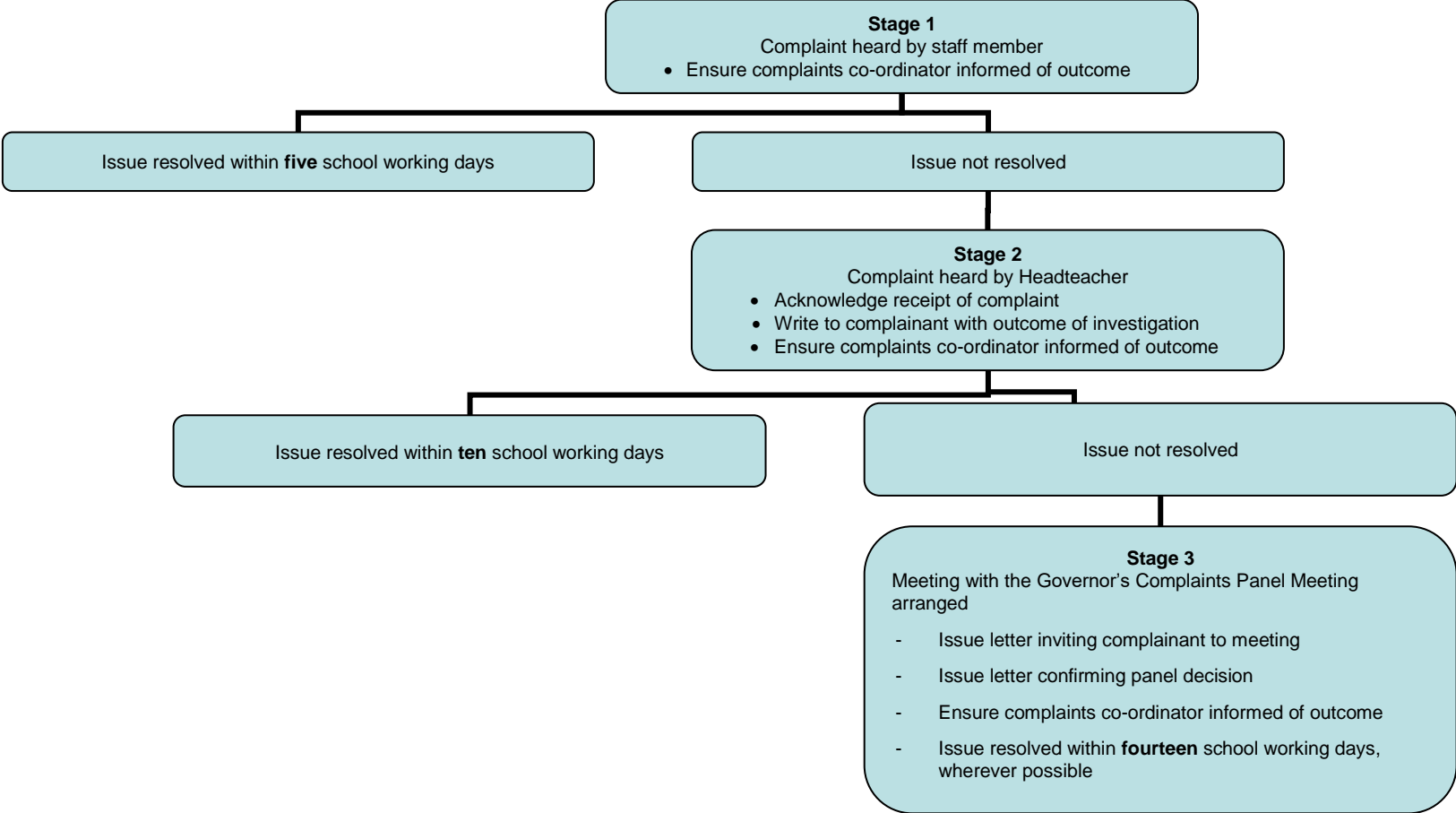
## **8.0 Monitoring and Evaluation**

8.1 The Governing Body will monitor the level and nature of complaints using the records kept by the Complaints Coordinator. Wherever possible, complaints information shared with the whole Governing Body will not name individuals. The School is committed to ongoing improvement. Therefore, as well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to school improvement. When individual complaints are heard, we will identify any underlying issues that need to be addressed. The monitoring and review of complaints by the School and the Governing Body helps us in evaluating our performance.

## **9.0 Reviewing**

9.1 The Governing Body will review the outcomes of the monitoring exercise on a termly basis to ensure the effectiveness of the procedure and make changes where necessary.

**Appendix A: Flowchart for the Complaints Procedure**







## APPENDIX B: COMPLAINTS FORM

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

<b>Your Name</b>	
<b>Student's Name</b>	
<b>Tutor Group</b>	
<b>Relationship to the Student</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Home Telephone Number</b>	
<b>Mobile Telephone Number</b>	
<b>Details of your complaint [Please continue on separate sheet if necessary and if you are attaching additional paperwork make a note here]</b>	

<p><b>What action, if any, have you already taken to try and resolve your complaint. [Who did you speak to and what was the response?]</b></p>	
<p><b>What actions do you feel might resolve the problem at this stage?</b></p>	
<p><b>Signature</b></p>	
<p><b>Date</b></p>	

**Official Use**

<p><b>Date of Acknowledgement</b></p>	
<p><b>By whom?</b></p>	
<p><b>Complaint referred to</b></p>	
<p><b>Date</b></p>	

## APPENDIX C: CHECKLIST FOR A PANEL HEARING

The Governors' Complaints Panel needs to take the following points into account:

- The hearing is as informal as possible
- The panel must consist of at least three people who were not directly involved in the matters detailed in the complaint
- The panel must include at least one member who is independent of the management and running of the academy
- Witnesses are only required to attend for the part of the hearing in which they give their evidence
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses
- The Headteacher [or his/her representative] may question both the complainant and the witnesses after each has spoken
- The Headteacher [or his/her representative] is then invited to explain the School's actions and be followed by the School's witnesses
- The Complainant may question both the Headteacher [or his/her representative] and the witnesses after each has spoken
- The panel may ask questions at any point
- The complainant is then invited to sum up their complaint
- The Headteacher [or his/her representative] is then invited to sum up the school's actions and response to the complaint
- Both parties leave together while the panel decides on the issues
- The Chair explains that both parties will hear from the panel within a set time scale