



## **COMPLAINTS PROCEDURE** **(Guidance for Parents/Guardians)**

### **How to make a complaint**

#### **Are you unhappy about something at the school?**

##### **What to do**

- Talk to a member of staff about the problem. This is often the quickest way to put things right.

##### **What next ?**

- If you are still unhappy, make a complaint under the school's complaints procedure.

### **The procedure has two stages.**

#### **Stage 1**

- Write to the Headteacher with details of your complaint.

#### **What happens next?**

- Within 5 school days of receiving the letter the Headteacher will let you know that he or she has received your complaint.
- The Headteacher or another member of staff will investigate your complaint.
- The Headteacher or another member of staff who is investigating the complaint will try to let you know the results of the investigation within 10 school days.
- The school may try to sort out your complaint by meeting you and explaining what has happened.

#### **Stage 2**

- Write to the Headteacher asking for your complaint to be heard by the school's governing body.
- You should do this within 20 school days of receiving the school's response to Stage 1.

#### **What happens next?**

- The Headteacher will pass your letter to the clerk to the governors.
- The clerk's job is to help the governors with the administration of complaints.
- The clerk will acknowledge that he or she has received your letter and will forward to the Chair of Governors.
- The clerk will do this within 5 school days of receipt of your letter.
- The Chair of Governors will investigate and respond in writing within 20 school days.

- If the complaint is not resolved you will need to write to the Clerk of Governors to request a complaints hearing.
- The clerk will arrange for a Governors Complaints Panel to hear your complaint within 20 school days of receiving your letter requesting a hearing. There will be three governors on the panel.
- You can bring a friend, representative or interpreter with you to the meeting if you want.
- If you have any new written information about your complaint which you want the panel to consider, send it to the clerk as soon as possible. The clerk must have the evidence at least 5 school days before the hearing.

## **What to expect**

### **There will be three people on the panel.**

- The chairperson or vice chairperson of the governors
- Two other governors, one of whom may be a parent governor.
- The Headteacher and any other people involved in your complaint will have been invited to attend. The clerk or someone else will take minutes.
- The hearing is formal, but the chairperson will try to make every body feel at ease.
- The chairperson will ask you to explain your complaint and why you have made it.
- The panel may ask you questions, and then the Headteacher may ask you questions.
- The Headteacher will then make a statement about the complaint.
- The panel may give other members of staff who have been directly involved in the complaint a chance to speak.
- After the Headteacher and other staff have spoken, the panel will ask them questions.

### **You can ask them questions**

- If the panel agree, you can call witnesses, and the panel and the Headteacher can ask them questions. The panel and the Headteacher can also call witnesses, and you can also ask them questions.
- The chairperson will ask the Headteacher to make a final statement.
- The chairperson will ask everyone who is not on the panel to leave. The panel will then make a decision about your complaint in private.

### **The panel's decision**

- The clerk will write to you with the panel's decision within 5 school days of the hearing.

***THIS POLICY SHOULD BE READ IN CONJUNCTION WITH THE CHILD PROTECTION POLICY.***

Reviewed by Miss C. S. Oates \_\_\_\_\_ January 2012 \_\_\_\_\_ (Date)

Adopted by Governors: \_\_\_\_\_ (Date)

Review Date: \_\_\_\_\_ January 2013 \_\_\_\_\_