



# **HEBBURN COMPREHENSIVE SCHOOL**

## **COMPLAINTS POLICY**

Approved by Governors' Policy Sub Committee: November 2009

Review Date: November 2011

## **Informal Stage**

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, please discuss the matter, in the first instance, with your child's Head of Learning or Key Stage at the earliest opportunity. If you feel your concern is more serious, then please address it to any of the senior staff. The school considers any concerns very seriously and most problems can be resolved at the informal stage.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate procedures.

All other complaints are handled by the school according to the arrangements set out below.

## **Formal Complaints Procedure**

### **Stage 1**

If you feel that a concern has not been addressed through informal discussion with the staff contacted initially and you wish to have the matter formally investigated by an appropriate person from the school, please indicate this.

If the matter is about:

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

it will normally be investigated by the Head Teacher or a senior member of staff nominated by the Head Teacher].

If the matter is about:

- school policies as determined by the governing body
- the actions or inactions of the governing body
- the Head Teacher

it will be investigated by the Chair of Governors or a governor nominated by the Chair.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 10 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

## Stage 2

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the school within 10 working days of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chair or a nominated governor, or a panel of three governors, excluding any governor involved in Stage 1.

- A. If Stage 1 was investigated by the Head Teacher or a senior member of staff nominated by the Head Teacher, the Chair or nominated governor will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The general principle is that the school should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the school's procedure. If they have any concerns, they may ask the Head Teacher to re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied after the Chair or nominated governor has completed the review, a panel of three] governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

- B. When Stage 1 has been investigated by the Chair or nominated governor, Stage 2 will be carried out by a panel of three governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body.

In either A or B, the panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case. The Head Teacher will be given the same opportunities. The panel will write to you with its conclusion within five working days of the meeting.

The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State at the Department for Children, Schools and Families.