

Respect, Believe, Succeed

In all that we do, our core values and virtues along with the school's Christian vision; Respect, Believe, Succeed, will be our guide.

Policy - Complaints

Date of Governing Body ratification - **September 2019**

Date for re-ratification - **September 2020**

Signed - (Chair of Governors)

Our Values

Year A - 2018/19

Trust	My God is my strength in whom I trust (<i>Psalms 18.2</i>)
Compassion	Clothe yourself with compassion, kindness, humility, gentleness and patience. (<i>Colossians 3.12</i>)
Courage	Be strong and courageous, do not be frightened or dismayed for the Lord your God will be with you everywhere you go (<i>Joshua 1.9</i>)
Forgiveness	Just as the Lord has forgiven you, so you must also forgive others (<i>Colossians 3.13</i>)
Friendship	Encourage one another and build each other up (<i>1 Thessalonians 5.11</i>)
Respect	Do to others as you would have them do to you (<i>Matthew 7.12</i>)

Purpose

The school's values are concerned with meeting the needs of pupils, parents and others who have a stake in the school. The governing body believes that constant feedback is an important ingredient in self-improvement and raising standards. Pupils, parents, carers, or other adults who have concerns or complaints should feel that they can be voiced and will be considered seriously, compassionately and promptly. All complainants have the right to be accompanied when making the complaint, and pupils may be accompanied by a parent or another adult.

There are various principles behind this policy:

- There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher, pupil and parent. If the concern is not resolved by that means then it could become a complaint. "A complaint is an expression of dissatisfaction which needs a response from the school." (*North Tyneside LA*)
 - A complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.
- We will seek to resolve complaints by informal means wherever possible.
- Investigations will be full, fair and swift.
- The relevant parties will be kept informed of progress and the decisions reached.
- Every effort will be made to respect confidentiality.
- Feedback will be actively sought from those voicing complaints in order to minimise complaints and maximise accountability.

Relationship to other policies

This policy should be read in conjunction with all other school policies.

Roles and responsibilities of Head Teacher, other staff, governors

The **Head Teacher** will ensure that:

- this complaints policy and the procedures are made known to all stakeholders
- all complaints are dealt with in the first instance by the Head Teacher or a member of the senior management team, who will document the complaint (names, dates, times, events), and consult with all those directly concerned. If the issue is deemed to be confidential, the Head Teacher will keep a separate note and log the complaint in a general fashion only.
- the complainant receives a written explanation of the action taken within ten working days following the complaint.

All **staff** are expected to encourage pupils, parents and carers who have concerns to follow the complaints procedure.

The **governing body** will ensure the following:

- If a complainant is not satisfied with the action taken by the Head Teacher, then the chair of governors will hear the complaint. On receipt of the complaint the chair of governors will inform the Head Teacher, investigate the complaint, and write to the complainant within ten working days, explaining the action taken.
- Where the complaint is against the Head Teacher, the complainant may wish to contact the chair of governors first.
- If the complainant is not satisfied with the decision of the chair of governors then a formal complaint may be made to the governing body through the clerk to the governors. Within 15 working days of receiving the written complaint a Complaints Committee will meet to consider it. The complainant will be given seven working days' notice of the meeting, and may take a friend or other person to provide support at the

meeting. Within seven days of that meeting the complainant will be informed of the decision, the reasons for it, and any action to be taken by the school. The decision of the complaints committee is final.

- Where a complainant considers that the school is not complying with the legal requirements of council policy in respect of a pupil's education then the LA can provide the complainant, the governors or the Head Teacher with further advice.
- Where a complaint is about the governing body this can be referred to the LA. If that fails to produce a satisfactory response it can then be referred to the Secretary of State. If the complaint is upheld and the governing body fails to follow the directions of the Secretary of State, the judgement may be legally enforced.

Arrangements for monitoring and evaluation

Making a Complaint

- A complaint may be made in person, by telephone or in writing. A complaint form is attached.
- If the parent is not satisfied, the complaint should be heard by the Head Teacher, if she was not the member of staff first approached.
- If there is still an issue, it will be heard by the Governing Board's Complaints Appeal Panel and the relevant criteria is set out in
- A brief note of each meeting, which must be arranged quickly, will be made, retained and the parent will be informed of any action points.
- A copy of this policy, with the annexed flowchart, complaints form and checklist, will be provided to new parents when their children join the school.

Complaint form

Please complete and return to The Head Teacher (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken within seven days of receipt.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone

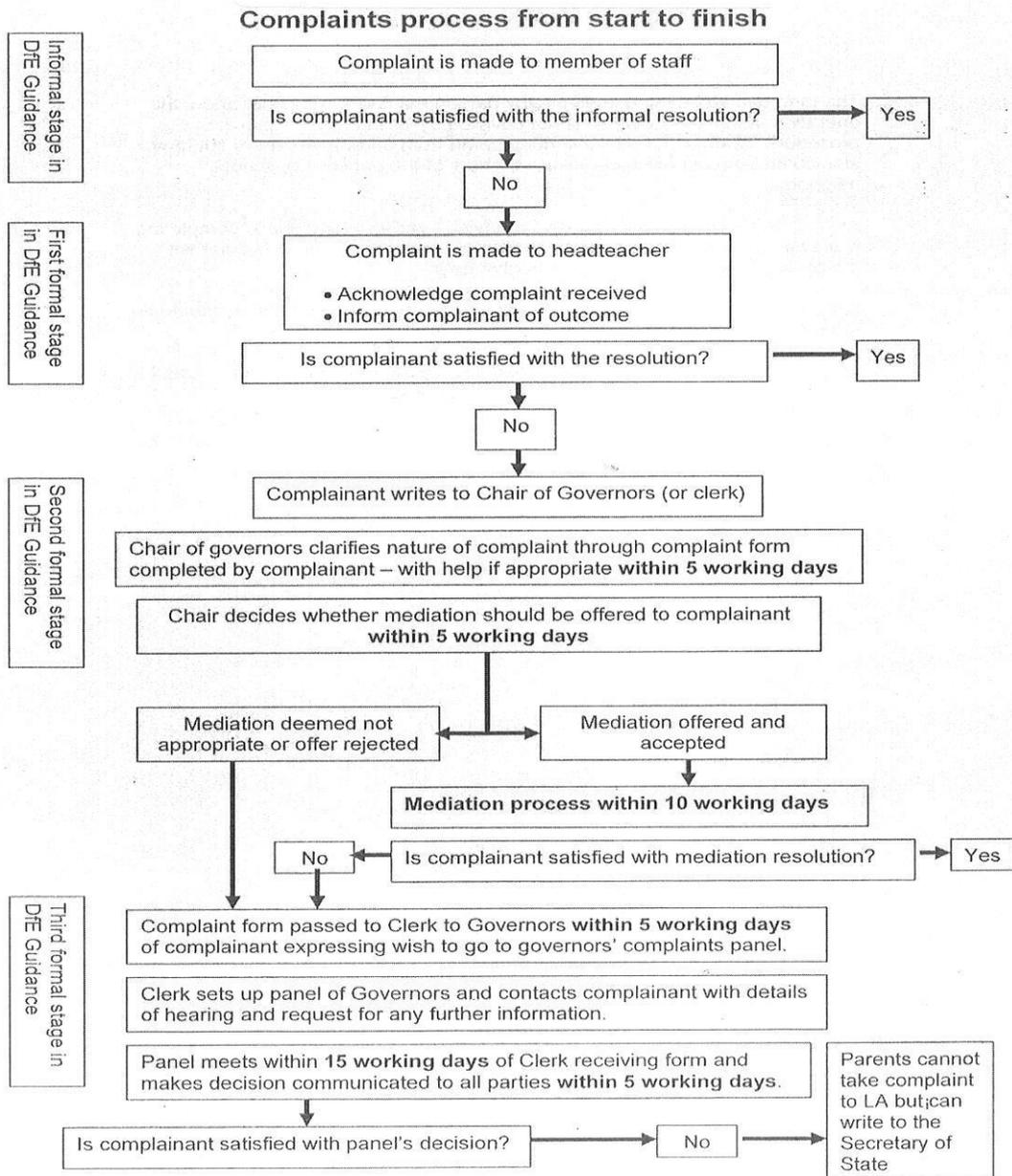
Evening telephone

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to, and what was the response?)

Schools complaint procedure

Summary dealing with complaints



Checklist for panel hearing

The panel needs to take the following points into account:

- The hearing is as informal as possible.
- 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 Head Teacher may question both the complainant and the witnesses after each has spoken.
- The Head Teacher is then invited to explain the school's actions and be followed by the school's witnesses.
- The complainant may question both the Head Teacher 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 Head Teacher 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.