



A guide for parents: what to do if you have a complaint....

Our full Complaints Policy is on our website and we will provide a paper copy to any parent who requests it. However, this summary is to explain simply the main ways in which we seek to resolve issues.

Our aims are:

- to ensure that concerns are addressed fairly and consistently
- to maintain the spirit of partnership in which we seek to work with parents, students and members of the community
- to ensure staff and students are protected from the consequences of mischievous and/or vexatious complaints and allegations
- to put right errors when they have occurred
- to review our practice if complaints are found to be valid

Procedure:

We will deal with any complaint/concern as informally and as promptly as possible. The procedure is as follows:

The complaint will usually be referred in the first place to the person(s) about whom the complaint has been made.

If this does not achieve a resolution, the line manager or a member of senior staff will consider the complaint and respond to it. The line manager will monitor any agreed outcomes and advise his/her manager of this.

Only those who are in a position to resolve the issue will be involved. We will deal with it confidentially and no other people will be involved, unless they need to be interviewed as witnesses.

If this process has not brought about a resolution, or if the issue involves a serious allegation, the Headteacher will deal with the matter personally, without going through the previous steps. In this circumstance the Headteacher is likely to ask for the complaint to be made in writing.

In the event of a complaint being made about the Headteacher, the Chair of Governors is responsible for dealing with the issue.

Governors' role:

Governors have an agreed policy for dealing with complaints. If a governor receives a complaint from a parent, student or other stakeholder in the school, she/he will refer it to the Headteacher. Governors have a strategic role and do not involve themselves directly in school management issues.

The Headteacher will advise any governor who has brought a complaint to her of the outcome.

In the rare event of this process not bringing about a resolution, the Headteacher will advise the Chair of Governors and the complainant will be advised of the right to appeal to a panel of governors. The Complaints Policy outlines in detail what will happen then.

The purpose of our Complaints Policy is to address complaints from parents, students and other stakeholders in the school. It must not be used to address employees' and former employees' concerns, which are professionally and properly addressed within the school's Grievance, Capability and Disciplinary procedures.