



Complaints Policy

Ratified by Governing Body (date):

13th July 2017

Signed on behalf of Governing Body:

Diane R Fairfax

Signed on behalf of Headteacher:

Adrian Kneeshaw

Review date:

July 2020

This policy is based on guidance from the DFE and the Local Authority.

Introduction:

The majority of issues raised by parents, the community, other stakeholders or pupils are concerns rather than complaints. Carlton Bolling is committed to taking concerns seriously and improving the school in response to feedback. Our aim is to resolve concerns informally. If we are unable to do this you may wish or be asked to follow the school's formal Complaints Procedure. For the school to be able to investigate a complaint, it needs to be made **within three months** of the incident occurring. If a complaint is older than one term it will not normally be investigated.

The school will attempt to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

The School Complaints Policy has three main stages.

In summary they are as follows:

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – A Complaint is heard by Headteacher.
- Stage 3 – A Complaint is heard by Governing Body's Complaints Appeal Panel.

All meetings from Stage 2 will be recorded.

Stage 1 – Raising a concern with a member of staff

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with the class teacher or Head of Year if the concern is about their child. If the concern is about other issues the school requests in the first instance the parent/stakeholders contacts the school office, who will pass the concern onto the relevant person. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at Stage 1, please write or complete a complaints form and send it to The Headteacher's PA within 10 school working days and state what you would like the school to do. The school will then consider your concern as a complaint and move to Stage 2.

Stage 2 – Complaint heard by the Headteacher

If the matter has not been resolved at Stage 1, the Headteacher will arrange further investigation. Please write to the Headteacher of the school telling them why you are still not satisfied and what you would like the school to do.

- The complaint will be logged, including the date it was received.
- The school will acknowledge receipt of the complaint within two working days of receiving it.
- Either you will receive a written response reporting on the actions being taken or a meeting will be convened to discuss the matter further. If possible this meeting will take place within 10 school working days of the receipt of the complaint. The aim will be to resolve the matter as speedily as possible.

Following the investigation, the Headteacher will normally give a written response within 10 school working days.

If you are dissatisfied with the result at Stage 2, you should write to the Chair of Governors at the school address within 10 school working days of getting the response marking the envelope 'Private & Confidential'. This will then be referred directly to the Chair of Governors.

N.B. Complaints against the Headteacher

In cases where the matter concerns the conduct of the Headteacher, a written complaint should be sent 'For the Attention of the Chair of Governors' to the school and marked "Private & Confidential". The Chair will refer the matter directly to a Governing Body Complaints Panel to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint. The above procedure will then be followed.

Stage 3 – Complaint heard by the Governing Body's Complaints Appeal Panel

If the matter has still not been resolved at Stage 2, then the Headteacher will pass the matter for consideration to a Governing Body Complaints Panel. The clerk or a nominated governor will convene a panel of usually 3 governors. If at all possible, the hearing will take place within 10 school working days of the receipt of the written request for a Stage 3 investigation. Where this proves impossible for operational reasons, eg governor availability, this will be indicated in a written response within 10 days with the available date given.

The aim of the Appeal Panel Hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the panel's decision in writing within 5 school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

The Governors Appeal Panel Hearing is the last school-based stage of the complaints process.

If you are not satisfied with the outcome of Stage 3, the final stage of appeal is to the Secretary of State for Education. Complainants should be advised to write to:

The School Complaints Unit (SCU)
Department for Education
2nd Floor
Piccadilly Gate
Manchester
M1 2WD

What will the Department for Education do?

If a complaint has exhausted the local procedures, School Complaints Unit (SCU) will examine if the school's complaints policy and any other relevant policies were followed in accordance with the provisions set out. SCU also examines policies to determine if they adhere to education legislation. However, the department will not re-investigate the substance of the complaint. This remains the responsibility of schools.

If legislative or policy breaches are found, SCU will report them to the school and the complainant and, where necessary, require remedial action to be taken. Failure to carry out remedial actions could ultimately result in a formal Direction being issued by the Secretary of State.

Carlton Bolling College Complaint Form

Please complete and return to Janet Dunn, Headteacher's PA who will acknowledge receipt and explain what action will be taken

Your Name:

Child / Young person's Name:

Your Relationship to the Child / Young Person:

Address:

Post Code:

Day Time Telephone Number:

Evening Telephone Number:

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)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:.....

Date:.....

Official use

Date acknowledgement sent:

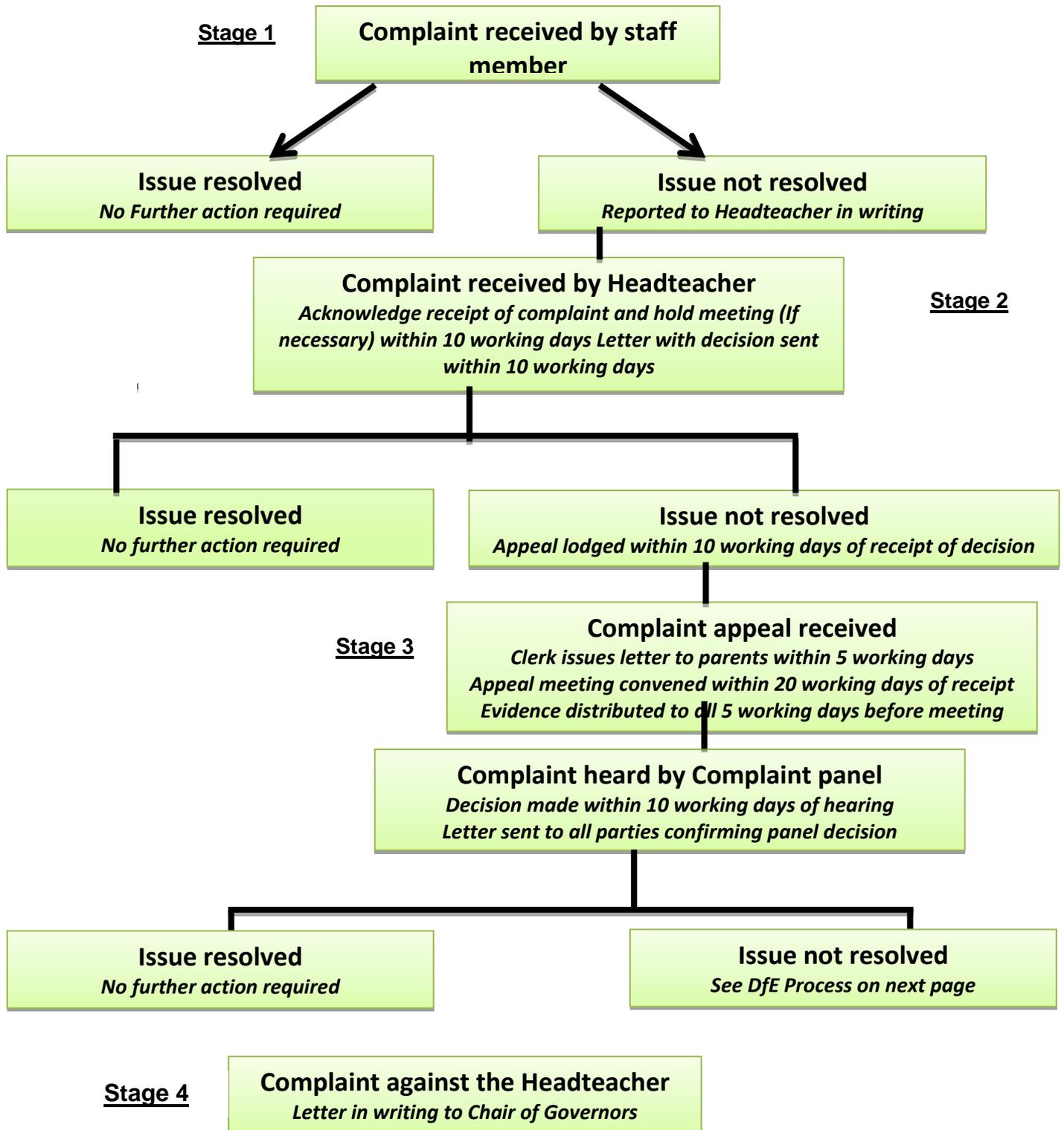
By Who:

Complaint referred to:

Date:

Carlton Bolling - Complaints Flowchart

Summary of dealing with complaints:



Flowchart – guidance on making a complaint against a scho

