



Heckmondwike Grammar School

Policy: Complaints Policy

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On public website (if applicable)	23/03/17	MML
In review schedule	10/03/19	JMF



COMPLAINTS POLICY

Introduction

This document sets out the school's procedure for addressing formal complaints received.

Coverage

This procedure does not apply to issues concerning admissions; exclusions; special educational needs; the curriculum (including public examinations and pupil records); staff grievances or allegations of child abuse. These matters are already provided for by existing statutory procedures, copies of which can be obtained from the School.

Principles

The School Complaints Policy is intended to ensure that:

- the school listens and acts on all formal complaints received
- all complaints are investigated thoroughly, fairly and promptly
- wherever possible, the school finds a resolution
- complainants do not suffer as a result of a complaint

Procedure

Informal stage

Wherever possible, we hope that complaints can be resolved effectively through an informal process.

If you have a child at the school and your concern is about the school or the education provided, the complaint should be discussed with your child's class teacher, Head of Key Stage or Student Support Manager in the first instance.

If you do not have a child at the school please discuss the matter with a Deputy Headteacher.

Formal stages

Stage 1 – Deputy Headteacher

If you feel that a concern has not been addressed through discussion with the class teacher, Head of Key Stage or Student Support Manager or if your concern is of a sufficiently serious nature, please make an appointment to see one of the Deputy Headteachers.

The Deputy Headteacher will look into your complaint and will provide a written response within **10** school days of the complaint being received.

Stage 2 – Headteacher

If the complaint remains unresolved, please make an appointment to see the Headteacher. If your complaint is *about* the Headteacher you must write to the Chair of Governors. Correspondence for the Chair of Governors should be sent to:

Heckmondwike Grammar School
High Street
Heckmondwike
WF16 0AH

Complaints to the Headteacher or Chair of Governors cannot be accepted by e-mail.

In any correspondence please state clearly:

- The precise nature of the complaint
- The steps taken so far to resolve the complaint
- The action you would like to see taken to resolve the complaint

Please *date* the complaint and mark any correspondence as 'Private & Confidential'.

The Headteacher or Chair of Governors will consider the complaint carefully, gather additional information and if appropriate, undertake further investigations.

Wherever possible, and in the majority of cases, a written response to the complainant will be provided within **10** school days.

Stage 3 Complaints Panel

If the complaint has not been addressed the satisfaction of the complainant, he or she may ask for the matter to be referred to a panel that will be convened to consider the matter. The panel will consist of two school Governors and one other person who is independent of the school. The Clerk to the Governing Body will also be present to take minutes of the meeting but cannot take part in proceedings. The panel will normally meet within **15** school days of the receipt of a written referral.

The complainant may attend a meeting of the panel to explain the complaint further and may submit additional supporting information to the panel provided this is in writing. The complainant may be accompanied if he or she so wishes. Supporting information must be received at least **5** school days before the meeting of the panel takes place.

The Clerk to Governors will write to the complainant with the panel's decision within **5** school days of the meeting.

The decision of the panel will conclude the investigation into the complaint.

Where a complainant feels that the complaint has not been dealt with satisfactorily, he or she has the right to refer the complaint to the Secretary of State for Education.

Monitoring and Review

All formal complaints received are logged and a record of the outcome kept.

Governors monitor the procedure for dealing with complaints so that all complaints are handled properly. Governors will examine the complaints log periodically and will consider the need for any changes to the procedure.

Availability

A copy of this policy is available on the school website.