

Complaints Procedure

Complaints should be made within 28 days of the incident that has given rise to the complaint except where, in the opinion of the school, there are extenuating circumstances that precluded adherence to this time limit. Concerns can, of course, be raised informally at any time with the most appropriate member of staff and therefore this formal procedure should only be used when such an informal approach has failed to provide a satisfactory remedy to the situation.

All complaints will be handled in the strictest confidence and will follow a sequential procedure as shown below with the objective of resolving them as quickly and fairly as possible. The school will clarify the complaint and possible remedies at each stage of this procedure.

Stage 1 By the Class Teacher

Complaints at this level may be raised verbally, by letter or by using the School Complaint Form (Appendix 1), which is available from the school office. At this level a complaint will be handled as speedily and informally as possible.

Stage 2 By the Head Teacher

Should a complaint fail to be resolved by the Class Teacher then it may be taken to the Head Teacher. Once again a complaint can be made verbally, by letter or use of the School's Complaint Form (Appendix 1). You can, if appropriate, seek assistance from the Parent Partnership Service at Shire Hall, Gloucester.

Stage 3 By the Chair of Governors

Should the Head Teacher fail to resolve the complaint then the complainant can write, if they wish, to the Chair of Governors within fourteen days of the response of the Head Teacher to request that further consideration be given to the matter. This should be the initial stage if the complaint itself relates to the head teacher.

Stage 4 By the Complaints Appeal Panel

Should the Chair of Governors fail to resolve the complaint then the complainant can write to the Clerk to the Governors using the School Complaint Review Request Form (Appendix 2) to request that the Complaints Appeal Panel reviews the process followed by the school in handling the complaint. The panel will comprise no less than three members of the Governing body. No governor will sit on the appeal panel if they have had any prior involvement in the complaint or in any of the issues surrounding it. The Appeal Panel will aim to convene a hearing within twenty one days of receiving a complaint, which will be recorded by the Clerk to the Governors.

The Appeal Panel will:

- Clarify the complaint and the remedy sought by the complainant
- Review all the material relevant to the complaint.
- Ensure that all participants have an opportunity to put their case without interruption
- Facilitate the complainant as much as possible without compromising their impartiality

All meetings of the Appeal Panel will be recorded by the Clerk to the Governors and filed appropriately. The decision (with reasoning) of the Appeal Panel, which will be sent to the complainant by the Clerk to the Governors, within two weeks of the hearing, may be:-

- To uphold the complaint in whole or in part
- To reject the complaint in whole or in part
- To outline the most appropriate course of action in order to achieve the desired remedy

The decision letter will also inform the complainant that a complaint may be submitted to the Secretary of State for Education if it is believed that the Governing Body has acted unreasonably or has failed to carry out its duty properly.

Appendices:

Appendix 1: School Complaint Form

Appendix 2: Complaint Review Request Form

This Procedure links to the School's Safeguarding Policy.

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