

COMPLAINTS POLICY

Aims

The aim is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the values statement of the school.

SCHOOL VALUES			
Students and Staff identified four values considered as important to life in Mangotsfield School:-			
Respect,	Courage,	Honesty,	Learning.
They are reflected in the school's guiding principles: We will learn from each other, We will value each other, We will care for each other and our environment.			

Policy Rationale

There should be a straightforward system of dealing with complaints by parents, teachers, students or other interested parties, which is easily understood by all those involved.

Notes

School staff will keep brief notes on actions and timescales along with copies of letters on file, eg "Action Taken" section on memo.

Guidelines for making a complaint

Action	Notes /Timescale
<p><u>1. Raise the issue with a member of staff</u></p> <ul style="list-style-type: none"> • Unless the complaint is of a serious nature, it should first be raised with the relevant member of staff. • Staff should always be prepared to discuss worries that parents may have about their child's time in school. 	<p><i>The school will always try to acknowledge a telephone call within 24 hours, and a letter within 2 days. School Staff should always inform Line Manager and SLT within 24hrs should a complaint be made.</i></p> <p><i>It may be necessary to ask parents to make an appointment, either in the first instance with the teacher, or via the school office. Parents cannot automatically expect to be seen immediately.</i></p>
<p><u>2. Raise the issue with the Head of Year</u></p> <ul style="list-style-type: none"> • The Head of Year and Tutor are first points of contact for parents, they are the daily point of contact and have the overview of child's experience in school 	<p><i>The Head of Year will refer to tutor and Head of Subject/Department to investigate issues as appropriate. HoS/ HoD will raise issues with subject staff.</i></p>
<p><u>3. Raise the issue with the Headteacher</u></p> <ul style="list-style-type: none"> • if the issue is not satisfactorily resolved (above), or • the issue, incident or concern is of a serious nature 	<p><i>It may be necessary to make an appointment for a face to face visit. The attached form can be used for complaints made to the Headteacher.</i></p>
<p><u>4. Raise the issue with the Chair of Governors</u></p> <ul style="list-style-type: none"> • if the issue has not been satisfactorily resolved by the headteacher (above) or • the issue, incident or concern is itself, about the headteacher. 	<p><i>This should be done on the attached form, put in a sealed envelope marked 'To Chair of Governors, c/o the school.'</i></p>
<p><u>5. Informal resolution of the issue</u></p> <p>The Chair of Governors will seek to resolve the issue 'informally' if this is appropriate and/or possible. If not (see below).</p>	

<p><u>6. Full School Governors investigation</u></p>	<p><i>This follows very strictly the procedures laid down in the LEA Complaints Procedural Guidance for Governing Bodies and Headteachers.</i></p> <p><i>The Chair will write to complainants setting out the timescales for setting up a Complaints Panel, for the Panel to take evidence from all parties, come to a conclusion and report back to the Chair or the full Governing Body for agreement on the decision before responding to the complainants. This likely to take 4 to 6 weeks in practice to arrange with all concerned.</i></p>
<p><u>7. Making a complaint about the Governors' investigation</u></p>	<p><i>Appeals/complaints to any part of South Glos Children & Young People's Department (LEA) can only be about either aspects of school which they have responsibility for (e.g. admissions, school dinners) or about whether Step 5 has been properly carried out by the School Governors.</i></p>
<p><u>After Step 7:</u></p>	<p>South Glos Council Policy states:</p> <p><i>"A complaint may become vexatious when it has been properly considered and dealt with, but the complainant is not prepared to accept the conclusion or persists in making the same or substantially the same complaint. Continuing with such complaints can unreasonably take up time and resources and detract from the responsibility to others in the school community. If the Chair of Governors judges that a complaint has become vexatious, advice should be sought from the appropriate named contact officer in the Education Service, as detailed in Section 12.</i></p>

Background:

Two key document are:

- 'Complaints against schools: Advice for Parents and Carers' from South Gloucestershire which can be seen at [http://www.southglos.gov.uk/ Resources/Publications/CYP/07/0200/CYP-07-0109](http://www.southglos.gov.uk/Resources/Publications/CYP/07/0200/CYP-07-0109). A copy can also be accessed via the school website. Reference should be made to this document for any queries which cannot be answered from this summary policy document.
- The national guidelines: <http://www.governor.net.co.uk/linkAttachments/School%20Complaints%20Procedure%202007.doc>

All school staff should familiarise themselves with this policy.

Updated copies of both policies will be available for everyone on the school website.

Copies of the above guidelines and the form for making a complaint to the Chair of Governors will be available from the office on request.

Conclusion

All complaints of any nature will be dealt with fairly according to the procedures laid out in this School document and the South Glos document, 'Complaints against schools, Advice for Parents and Carers'.

Revised November 2009

Signed

Signed

Chair of Governors Date.....

Headteacher Date.....

Next review 2012 (or when significant changes to the South Glos Policy merit it)

Complaint Form

Please complete and return to either the Headteacher or The Chair of Governors (see guidelines) who will acknowledge receipt and explain what action will be taken.

Student's name:

Tutor Group:

Your name:

Your relationship to the student:

Address:

Postcode:

Mobile Tel No:

Day time Tel No:

Evening Tel No:

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: