

CHESLYN HAY SPORT AND COMMUNITY HIGH SCHOOL

GOVERNORS POLICY

Dealing with Complaints

Introduction

Cheslyn Hay Sport and Community High School takes seriously all comments and complaints and will provide a swift response. We are committed to valuing all comments, compliments and complaints as part of the process of school improvement. The school will respond honestly and promptly to all comments and complaints and respect the concerns of all members of the school community.

Aim

The aim of this policy is to enable parents and members of the wider community to raise issues of concern and have them addressed as quickly as possible. It sets out the procedures for raising concerns and making complaints and the ways in which the school is expected to respond.

Definitions

Informal comment/compliment: a reference to an issue which requires no reply or action by the school

Concern: an issue which requires explanation/discussion

Formal complaint: a serious concern which requires investigation and resolution

Complainant: the person(s) making the complaint

Investigation: an internal enquiry carried out by an independent senior member of staff or committee of the Governing Body as appropriate.

Key Person: the person at the school identified to liaise with the complainant and provide them with an official response

Objectives

Anyone wishing to express a concern, make a comment or complain about any aspect of the school should contact the school in one of the following ways. Written complaints from parents should always include the name of the complainant and the name of their child at the school, the date, details of the complaint and contact details (telephone number, address, e-mail address).

Informal comments/compliments

These can be sent to the school by any convenient means: telephone, e-mail, letter or directly to any member of staff. The school's general email address is: headteacher@cheslynhay-high.staffs.sch.uk

Concern

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's classroom teacher or tutor. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress. Staff always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the child's classroom teacher or tutor, or that their concern is of a sufficiently serious nature, then they should contact the child's Head of Year.

Concerns which are not specific to a particular student should be sent to the email address above.

Concerns will normally be acknowledged within 24 hours by telephone or e-mail and will indicate the next steps, timescales and the name of the key person dealing with the concern.

Formal complaint

If you feel that your concern has not been resolved informally or you feel that your concern is of such a serious nature that the informal process is not appropriate, then you can raise the matter formally. To do this, you should:

Step 1: Put your complaint in writing outlining the details and send it to the Headteacher. This will be acknowledged within 5 working days by letter from the Headteacher who will organise an investigation. The acknowledgement will include an explanation of what will happen next, time scales involved and the name of the key person from whom they will hear next about the progress of the investigation. When the investigation has been completed the complainant will be given a written response covering:

- The complaint
- The scope of the investigation
- The conclusion of the investigation
- Any action which has resulted

Should a parent have a complaint about the headteacher, they should first make an informal approach to one of the members of the governing body. The governor in question will do all they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome they can make a formal complaint, as outlined in Step 2 below to the Chair of Governors. A list of governor names is available from the school office and on the school website.

Step 2: Where a complaint is not resolved by the investigation, the complainant may appeal to the Chair of Governors, c/o Cheslyn Hay Sport and Community High School, who will further investigate the issue. They will respond to the complainant(s) within 10 working days using the format outlined above.

Step 3: If necessary, a further appeal may be made to the Corporate Director of Children & Lifelong Learning for Staffordshire County Council. Further information about this process is available from the school or from the Local Authority.

If the complainant(s) is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

These steps must be followed in this order to avoid compromising the appeals process.

Records:

All concerns and responses relating to individual students will be recorded by the appropriate member of staff. Documents relating to all formal complaints and related documents, including records of phone calls, will be retained by the Clerk to the Governing Body.

Confidentiality:

All details of concerns and complaints will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

Key Responsibilities

Ultimate responsibility for this policy's introduction and implementation lies with the Head Teacher in consultation with the Governing Body. It is important to recognise that all staff, students and parents/carers have an active part to play in the implementation of this policy.

Monitoring and review

The governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The Headteacher keeps a record of all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

Governors will take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents on the school website, so that they can be properly informed about the complaints process.

Lead SLT member: PGR

Date of next review: summer term 2018

Reference: Concerns and complaints PGR 08 17