

'The governing body is required by the Education Act 2002 to have a policy for dealing with parents' complaints.'

AIMS

- The school's complaints policy allows parents' complaints about school issues to be dealt with efficiently and sensitively, and at the appropriate level.
- Complaints can cover a wide variety of matters that concern parents. The school expects ALL parental complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence.
- The policy aims to ensure that all complaints from parents are dealt with as quickly and sensitively as possible, and by the person best able to do so.
- A parent should be able to expect to have a response, or acknowledgement within 2 working days. A substantive response will be sent within 10 school days.
- The parent should be informed of the procedures for making complaints and appealing against decisions.

The Governing Body is responsible: for approving the policy, procedures and guidelines, hearing and deciding on appeals, receiving reports and advising the Headteacher. It is also responsible for the general oversight of the policy and procedures.

The Headteacher is responsible: for the efficient running of the policy and procedures, for training staff on how to deal appropriately with complaints, for hearing parental appeals from decisions taken by other staff, for presenting the school's case where the parent appeals to the governing body or LEA and for reporting on complaints annually, or as required, to the governing body.

Heads of Department are responsible: for dealing with and, where possible, resolving complaints about academic matters / programmes of study / teaching methods.

Heads of Year are responsible: for dealing with and, where possible, resolving complaints concerning overall pupil progress, discipline issues, pastoral care.

All Staff: for hearing any complaints brought to them by parents and reassuring them that their complaints will be dealt with as soon as possible by the appropriate member of staff and for informing the relevant staff of the complaint.

Appeals to the Governing Body

Parents who are not satisfied by the Headteacher's decision regarding the complaint can make representations to the governing body. They should be advised by the Headteacher to write to the Clerk in the first instance stating their complaint, and providing any supporting documents. The Clerk will set up a meeting with a sub-committee of the governing body at a mutually convenient time within 10 days of the letter from the parent being received. The hearing will be as informal as possible. The parents may be accompanied by 'a friend', and where there might be language difficulties by someone able to translate appropriately.

The decision by the panel will be binding on the school.

Constitution of the Panel

A sub-committee will consist of three members to include the Chair or Vice Chair of Governors.

Monitoring and Review

The Headteacher is responsible for monitoring the working of the complaints procedures and for refining the application of them in the light of experience.

The Headteacher will review the system annually, and can propose changes to the governing body following consultation with the staff and governors.

The governing body is responsible for making changes to the policy and procedures.