



# Complaints Policy

Date reviewed/ Ratified	18 October 2018
Frequency	Three Yearly
Next review date	October 2021
Reviewed by	Finance and Personnel Committee

Signed:   
.....  
**Chair of Governors**

Dated: 17 October 2019

Signed:   
.....  
**Principal**

Dated: 17 October 2019

## CONTENTS

1.0	Introduction	2
2.0	What constitutes a complaint in our procedure?	2
3.0	Why have we adopted a general complaints procedure?	2
4.0	Stage one: Informal complaints	2
5.0	Stage two: Formal complaints	3
6.0	Stage three: Review	5
7.0	Complaints against Chair of Governors	5
8.0	Complaints against Governors	6
9.0	Additional Points	6
Appendix A:	Sample form for making a formal complaint	7
Appendix B:	Guidance for Chairs of Governors/Officers conducting complaints investigations	8
Appendix C:	Template for written response to complaint at Stage two	10

## **1.0 INTRODUCTION**

Goldington Academy is committed to developing a strong sense of partnership with parents/carers and other members of the local community. This provides a good basis for understanding and resolution when things appear to go wrong.

This policy describes the procedure to be followed when complaints are made by parents/carers and others about the conduct of the school or the actions of any member of staff or Governing Body. It is in line with the recommendations in the DfE guidance *School Complaints Procedures*.

## **2.0 WHAT CONSTITUTES A COMPLAINT?**

*"A complaint is an expression of dissatisfaction ..... about the standard of service, actions, or lack of actions, by a school or its staff affecting an individual or a group."*

Members of the public, parents/carers and pupils/students may legitimately express dissatisfaction about aspects of our work.

## **3.0 AIM**

To ensure our Complaints Policy will resolve most concerns/complaints quickly and smoothly. Complainants can feel assured from the outset of a fair hearing, in line with a defined procedure for dealing with issues that have not immediately been resolved.

Those involved in the complaints process will ensure that it takes place in the context of the requirements of Child Protection, Special Educational Needs, employment legislation and other relevant procedures.

We believe that most concerns/complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting involving the key people involved.

In the case of a lengthy investigation, complainants will be kept informed of progress.

The main aim throughout the procedure is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

## **4.0 STAGE ONE: INFORMAL COMPLAINTS**

- Parents/carers and others should raise complaints or concerns with the child's Class teacher, Form Tutor or Head of Year - whoever is most appropriate.

- If a parent believes that the complaint or concern is serious or sensitive s/he should talk to the Headteacher, who will investigate, and then report back either in writing or, more usually at this informal stage, through an interview with the complainant.
- If the complaint or concern has not been resolved through the above channels, the parent or carer may then wish to bring it to the attention of a Governor who will in turn bring it to the attention of the Chair of the Governing Body who may then, with the agreement of the full Governing Body, arrange for a small, specially-convened panel of governors to meet the parent/carers, listen carefully to their concern or complaint, and attempt to resolve matters. Governors who serve on this panel will then not be eligible to serve on a panel that deals with any subsequent formal complaint or appeal. No individual Governor acting alone should get involved in the resolution of the matter.
- All staff and governors involved in informal complaints should keep written records, and should record the date on which the informal complaint was made.
- Every effort will always be made to resolve the problem at this informal stage.
- Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint. In such cases, complainants will be required to state clearly in writing that they are making a formal complaint.
- Individual complaints will not, at any stage, be heard by, or referred to, the **whole** Governing Body, as this could compromise the impartiality of any appeal or any disciplinary hearing against a member of staff following a serious complaint.

## **5.0 STAGE TWO: FORMAL COMPLAINTS**

- Formal complaints should be made in writing, should state clearly that a formal complaint is being made and will normally be investigated, in the first instance, by the Headteacher who will provide a response.
- If the complaint directly concerns the Headteacher complainants will contact, in writing as above, the Chair of Governors, who will investigate the complaint.
- Any other governors in receipt of complaints will refer them to the Headteacher or the Chair of Governors, as appropriate, and will not, themselves, become further involved.

- If the complainant is dissatisfied with the Headteacher's response, s/he will contact the Chair of Governors.
- The Chair of Governors will determine a method of further investigation and provide a formal response to the complainant using the template in Appendix C.
- If the Chair of Governors feels that it would not be appropriate for him/her to investigate the complaint, s/he may delegate the Vice-Chair of the Governing Body or another governor to carry out the task and report confidentially to him/her. The complainant will receive a written response to his/her complaint using the template in Appendix C. A meeting may also be arranged.
- The complainant will be entitled to be accompanied at meetings.
- Individuals investigating complaints will not visit complainants' homes. Alternative venues will be agreed.
- A written response following a formal complaint will be checked to ensure its factual accuracy and appropriateness before it is made available to the complainant.
- In some cases, a complaint may lead to disciplinary action against an individual, for which there are separate procedures. If this is the case the complainant will be informed that the complaint will be pursued through disciplinary action. Under the Governing Body's disciplinary procedures, the outcome of these procedures is confidential.
- We will investigate a complaint and aim to respond within ten working school days. If we cannot provide a full response within ten working school days then we will write to the complainant explaining this and giving a date by which we will endeavour to provide a full response.
- When receiving the results of an investigation into a formal complaint carried out by/on behalf of the Chair of Governors, complainants should be informed of their right to request a review by a Panel of the Governing Body and reminded that the time limit for requesting a review hearing is ten working school days from the date of receiving feedback from the investigation.

## **6.0 STAGE THREE: REVIEW**

- If complainants are not satisfied with our response, they may ask for the complaint to be reviewed by a Grievance Panel/Hearings Committee of the Governing Body. This panel will be composed of at least two members of the School's Governing Body who have no connection with the issues under review and one independent person. The Committee will decide if the complaint has merit by reviewing the written information and any written submissions provided by any party, and will make any findings and recommendations it feels appropriate to enable resolution of the matter. The outcomes of this panel review will be communicated in writing to both sides by the Chair of the Panel within ten working school days of the review, with reasons for the outcomes.
- The proposed date for the Panel to provide a response following the Review should normally be communicated to the complainant within ten working school days of receipt of the request for the Review.
- Under this complaints procedure there is no provision for further appeal beyond Stage Three.
- If, at any point, the complainant, having exhausted the complaints procedure, attempts to re-open the same complaint, s/he will be informed in writing that the procedure has been exhausted and that the matter is now closed.
- If, at any point, a complainant requests to proceed to the next stage of the complaints procedure at a time past the ten working school day time limit, s/he will normally be told in writing that the complaint has expired and is closed.
- The complainant will be entitled to appeal to the FSA following the governor panel report.
- Written records of all complaints are kept confidential.

## **7.0 COMPLAINTS AGAINST CHAIRS OF GOVERNORS**

- In the event of a formal complaint being made against the Chair of Governors, the complaint will be reviewed by a Grievance Panel/Hearings Committee of the Governing Body. The Committee will decide if the complaint has merit by reviewing the written information and will make any recommendations it feels appropriate to enable resolution of the matter. The outcomes will be communicated in writing within ten working school days to both sides by the Chair of the Panel, with reasons for the outcomes given.

- The Review should normally take place within ten working school days of receipt of the request. If this is not possible, the complainant will be informed of the review date.
- Under this complaints procedure there is no further stage for a complaint against the Chair of Governors.

## **8.0 COMPLAINTS AGAINST GOVERNORS**

- A formal complaint against a governor other than the Chair should be referred to the Chair, who will investigate and then decide on any appropriate action. In extreme cases, this might include making a recommendation to the Governing Body about possible suspension.

## **9.0 ADDITIONAL POINTS**

- Whilst the formal Complaints Procedure is in process, efforts will be made, where possible, to resolve the issues by the use of negotiation/conciliation/mediation outside of the Complaints Procedure itself, on the understanding that any such process will not, in any way, affect the rights of any individual within the Complaints Procedure.
- Reports will be made to the Governing Body on the number/nature of formal complaints lodged, but only after such complaints are fully closed.

### **Links to other school policies and procedures:**

This policy is intended to be used in conjunction with the schools

- Child Protection and Safeguarding Policy
- Race and Equality Policy
- Whistleblowing Policy

SAMPLE FORM FOR MAKING A FORMAL COMPLAINT

<b>FORMAL COMPLAINT</b>
School
<b>YOUR NAME (PLEASE USE BLOCK CAPITALS)</b>
Address (BLOCK CAPITALS)
Contact details: Telephone  Mobile 'phone  e-mail
I wish to make a formal complaint against .....
The School's complaints procedure has been explained to me. I give permission for my complaint to be copied to the people I am complaining about.
<b>DETAILS OF YOUR COMPLAINT: (please be as specific as possible. Continue on another sheet if necessary)</b>
Signed:
Date:

**GUIDANCE FOR CHAIRS OF GOVERNORS/OFFICERS CONDUCTING COMPLAINTS INVESTIGATIONS**

- 1) Many complaints are detailed and complex. It is recommended that the complainant be interviewed as the first step of the investigation. This interview could take place by telephone. The objectives will be a) to enable the complainant to clarify the nature of the complaint and what remains unresolved, b) to enable the complainant to explain details and c) to enable the investigator to clarify/separate issues. The separation of individual issues should enable each area to be addressed separately and appropriately.
- 2) During this interview, the investigator should a) ask the complainant what would bring closure to the issue for him/her; b) clarify exactly what the possible outcomes of the complaints procedure could, and could not, be; c) inform the complainant of the expected timescale for the whole process; d) conduct the interview with an open mind and be prepared to persist in the questioning; e) keep notes of the interview.
- 3) At the end of this interview, the investigator should agree in writing with the complainant the issues that have been raised in the complaint. It is recommended that the investigator ask the complainant to sign to confirm/amend the document.
- 4) The investigator should ask the complainant to confirm in writing that the written complaint may be copied to those about whom the complaint has been made, bearing in mind any relevant issues of confidentiality.
- 5) If an officer or another governor is carrying out the investigation, s/he should inform the Chair of Governors of the expected timescale.
- 6) The investigator should carry out the inquiry as quickly as possible, keeping written, dated records of interviews and other processes. Those involved in the matter, and those complained of, should be interviewed. All involved should be allowed to be accompanied if they wish.
- 7) All parties involved in the complaint should be kept informed of progress.
- 8) If the complaint is against a member of staff or headteacher, the investigator should interview him/her as soon as possible after the interview with the complainant.
- 9) An initial response should be provided to the complainant within ten working school days of the receipt of the complaint. If it is not possible to provide a full written response by that time, the investigator should write to the complainant explaining this and giving a date by which s/he will endeavour to provide a full response.

- 10) If undertaking the inquiry on behalf of the Chair of Governors, the investigator should respond confidentially in writing to the Chair and discuss the most appropriate method of sharing the results with the complainant.
- 11) The investigator should bear in mind data protection requirements and ensure that individuals are not named in the response or identified in any other way.
- 12) The investigator should consider making positive recommendations.
- 13) The written response should use the format in Appendix C.
- 14) It is essential that the written response be checked for factual accuracy and appropriateness before it is made available to the complainant.
- 15) Normally, the entire response should be shared with the complainant. If the investigation leads to recommendations of any disciplinary procedures, no details of these may be given to the complainant. No personal information about a third party can be disclosed without that person's consent.
- 16) Sometimes the initial sharing of the response is best achieved in a meeting with the complainant. Sometimes the more appropriate time for a meeting is a short period after the complainant has received the report. On most occasions, no such meeting will be necessary at all.
- 17) It is recommended that investigators do not visit complainants' homes, and that suitable alternative venues be agreed.

**TEMPLATE FOR WRITTEN RESPONSE TO COMPLAINT AT STAGE 2 (by Headteacher/senior manager/Chair of Governors)**

Dear XXXX,

Thank you for your letter of XXXX

Your complaint is being handled via the School's 3-stage complaints procedure and has been forwarded to me to investigate at stage 2. I have now concluded my investigation and my findings are outlined below:

**Your complaint:**

The following is an overview of your complaint:

Please find a history of correspondence between you and the School on this matter attached as Appendix A.

**My investigation:**

I have investigated your complaint by:

- 
- 
- 

I found the following:

- 
- 
- 

**Further action:**

- 
- 
- 

I hope this brings your complaint to a satisfactory conclusion. If you are not satisfied with this response, you have the right to progress to stage 3 of our complaints procedure. This would involve a review by a panel of governors of the written information concerning the complaint, together with any written submissions. The Chair of the Panel would then respond within ten working school days. If you would like such a review, you should contact the Chair of Governors within ten working school days of receiving this letter.

Thank you for the time you have taken in conveying your concerns to the School.  
We value your comments.

Yours sincerely,  
XXXX