# Complaints Policy

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| Date of next review | Oct 2022 | Author | L Pippin |
| Type of policy | Statutory | Approval | Governing Board |

**Informal Stage**

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, please discuss the matter, in the first instance, with your child's Year Leader at the earliest opportunity. If you feel your concern has not been adequately resolved, then please address it to the Senior Leadership Link. The school considers any concerns very seriously and most problems can be resolved at the informal stage.

| Year | Year Leaders | Senior Leadership Link |
|---|---|---|
| 7 | Miss R Bennet / Mr L Mallam-Churchill | |
| 8 | Miss A Prince | |
| 9 | Mrs J Florence | Mrs L Pippin |
| 10 | Mrs T Moore | |
| 11 | Mr M McVay | |

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate procedures.

All other complaints are handled by the school according to the arrangements set out below.

**Formal Complaints Procedure**

**Stage 1**

If you feel that a concern has not been addressed through informal discussion with the staff contacted initially and you wish to have the matter formally investigated by an appropriate person from the school, please indicate this in writing.

If the matter is about:

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

It will normally be investigated by the Head Teacher or a senior member of staff nominated by the Head Teacher.

If the matter is about:

- school policies as determined by the governing body
- the actions or inactions of the governing body
- the Head Teacher

It will be investigated by the Chair of Governors or another governor nominated by the Chair in consultation with the Head Teacher where appropriate.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 10 school days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

**Stage 2**

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the school within 10 school days of the completion of Stage 1.

At this Stage, the complaint will be considered by the Complaints Committee which is made up of members of the governing body. This will exclude any governor involved in Stage 1.

A meeting of the Complaints Committee should be convened with 25 school days following receipt of your letter of appeal.

The general principle is that the school should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the school's procedure. If they have any concerns, the committee may ask the Head Teacher to re-open the investigation. The complainant will be kept informed of any delay.

The decision of the committee is final.

If the complainant is not satisfied after completion of stage 1 and stage 2, you may wish to put your complaint to the Secretary of State at the Department for Education.